SONIC HEALTHCARE LIMITED

Fetch

User Manual

Version 10.0

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Confidential

Document Release Information

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3.0	16/09/03	Updates to Troubleshooting and Install Guides
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5.0	16/09/04	Updates for version 2.3.2 features
6.0	26/04/05	Update for version 2.3.3 (new installer)
7.0	12/06/06	Update for version 2.4.0 features
8.0	20/06/07	Update for version 2.4.2 features
9.0	20/10/08	Update for version 2.5.0 features
10.0	28/09/09	Update for version 2.5.2 new features and Installer

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1 Introduction

This User Manual provides the information necessary to:

- Install the Fetch solution on your PC.
- Configure and operate the Fetch solution.
- Assist you in diagnosing and rectifying problems which may arise.

1.1 Overview

Fetch was developed by Sonic Healthcare to provide a secure and readily accessible method of delivering test results to Medical Practitioners electronically via the Internet.

The downloading of results can only be initiated by the Fetch User Interface. A scheduler is built into the Interface and can be configured, by the user, to automatically download results at pre-set intervals. Alternatively a download can be initiated by the user's Practice Management System, or the user can request an immediate download at any time via the Fetch User Interface.

The downloaded results are stored in a location where the user's Practice Management System can access them. The Practice Management System imports the results into its own database where they become accessible to the practitioner.

1.2 Fetch Features

The confidentiality of information and the safe delivery of results are paramount in the Fetch solution:

- **Data Security** - All data transferred over the Internet is encrypted (scrambled) to prevent viewing by unauthorised persons.
- **Confidentiality** - Precautions are taken to ensure that Patient data is only delivered to the authorised user.
- **Positive delivery** - Results will remain in the undelivered results queue until positive confirmation of their safe delivery is received from the authorised user.
- **User Security -** All Fetch users must provide the correct username and password to gain access to their results. The password is known only to Fetch and is not disclosed to the user. It is encrypted and is stored on the user's PC. For added security, passwords are changed regularly.
- **Automatic operation** - A 24 hour 7 day scheduler can be configured by the user to automatically download results and upload orders;
- **Manual operation** - An immediate download of results and uploading of orders can be initiated by the user at any time;
- **Practice Management System** – Downloads can be initiated from the user's Practice Management System;
- **Multiple Sites -** Fetch can be configured to download results from multiple Sonic Healthcare entities in a single session;
- **Summary Report** - A Summary report detailing recent Results deliveries can be displayed, or printed as required;
- **Pending Report –** A Pending report detailing undelivered orders still in processing;
- **Transaction Log** - The Transaction log can be displayed or printed to assist in trouble shooting problems;
- **Configuration file** - The user configuration file can be e-mailed direct to our support staff to assist in trouble shooting problems;
- **Application Updates** - New Fetch software revisions are automatically downloaded as they are released.

2 Fetch Client Hardware and Software requirements

To install the Fetch application you will need a PC which meets the following minimum hardware and software requirements:

2.1 Hardware requirements

- IBM compatible PC;
- Pentium II 266mhz or faster;
- 64mb, or more of installed RAM
- CD Rom drive;
- 30mb of available hard disk storage;
- Existing Internet access or a 56 k modem connected to the PC and an available telephone line.

2.2 Operating System requirements

Fetch will operate under any of the following Microsoft Operating Systems:

- Microsoft Windows 98;
- Microsoft Windows ME;
- Microsoft Windows NT 4.0;
- Microsoft Windows 2000;
- Microsoft Windows XP Professional;
- Microsoft Vista

2.3 Practice Management Software compatible with Fetch

Fetch will operate with most Practice Management Systems, such as:

- Best Practice;
- Genie;
- JAM;
- Locum;
- Medical Director;
- Medical Spectrum;
- Medtech;
- Monet;
- OCCAM;
- Pathmanager;
- VIP.

3 Installing Fetch

The Fetch application can be installed on your PC using the installation CD provided or by downloading over the Internet from http://fetch.sonichealthcare.com/htm/index.htm.

3.1 Installing the Fetch Application on your PC from a CD

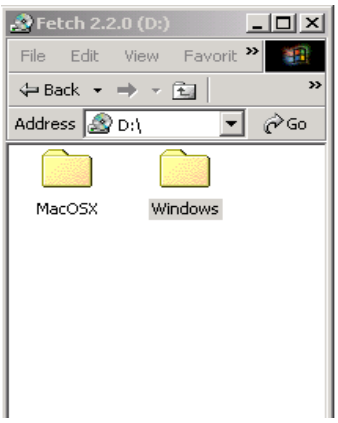
The Fetch programs are self installing and require minimal user input.

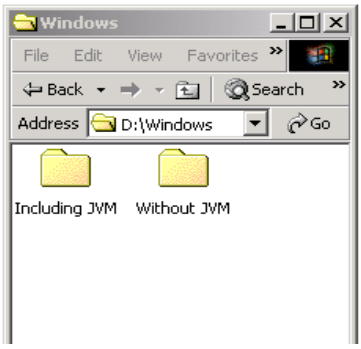
> Insert the CD into the CD drive.

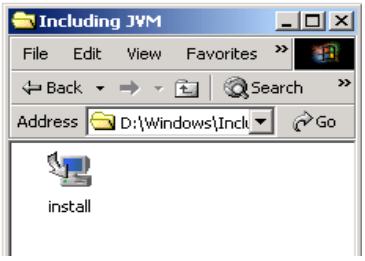
> Select the "Windows Desktop".

> Double Click "My Computer".

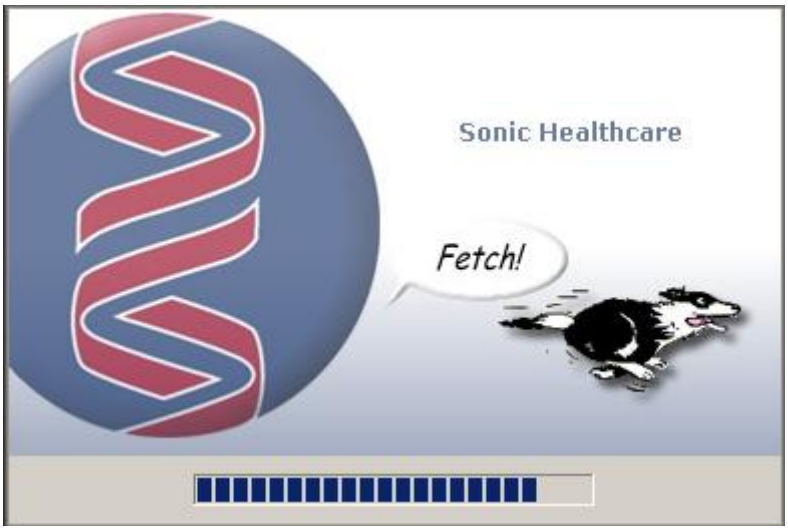
> Double Click the CD drive (probably D:).



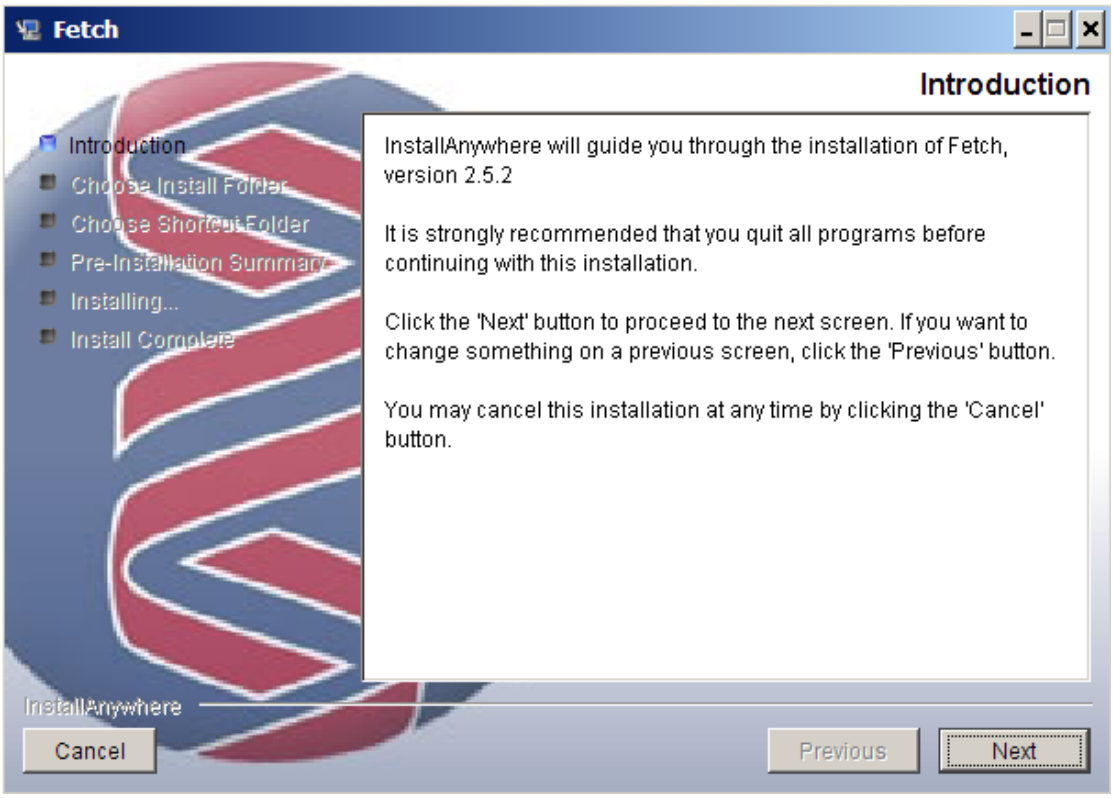




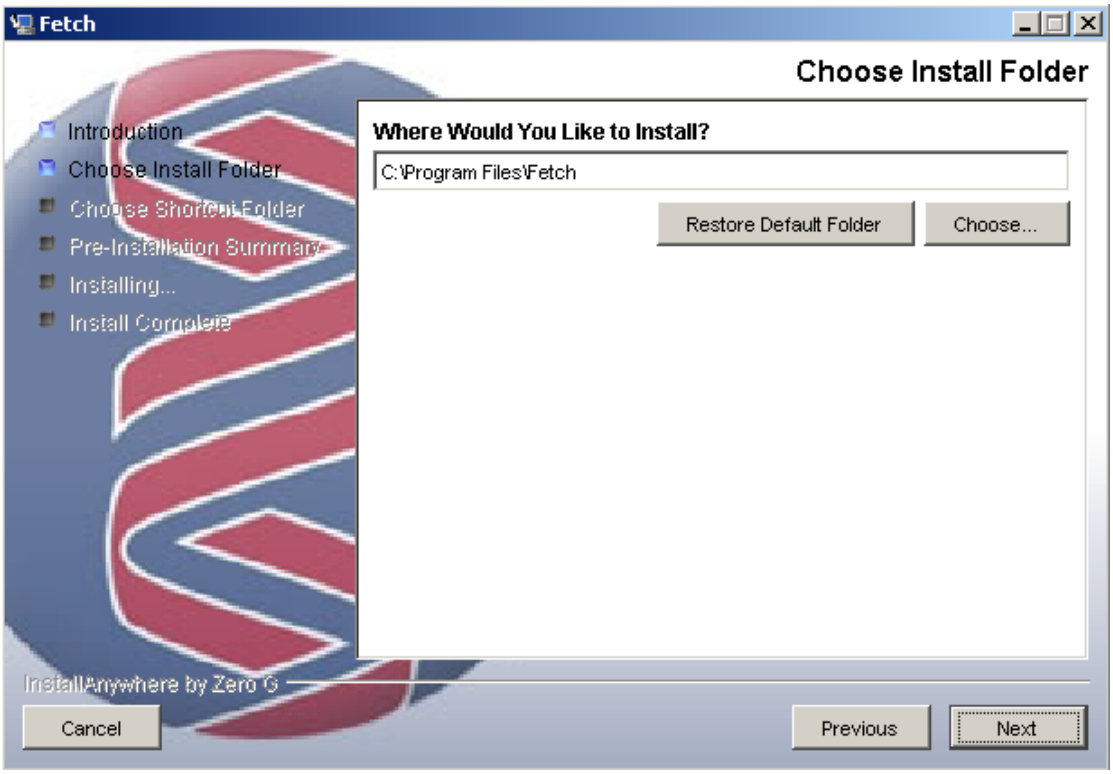
> Double Click "**Windows"** > Double Click "**Including JVM"** > Double Click "**Install"**



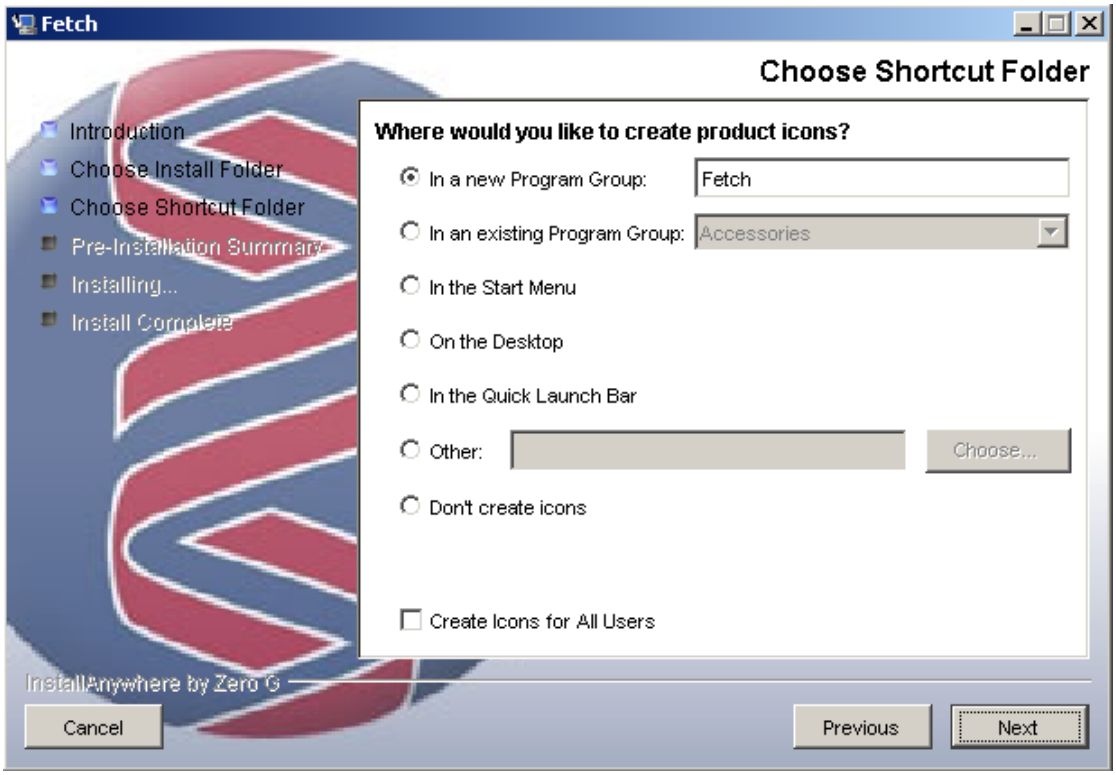
> Wait… whilst the Installer loads


Fetch
Introduction
Introduction
Choose Install Folder
Choose Shortcut Folder
Pre-Installation Summary
Installing...
Install Complete
InstallAnywhere will guide you through the installation of Fetch, version 2.5.2
It is strongly recommended that you quit all programs before continuing with this installation.
Click the 'Next' button to proceed to the next screen. If you want to change something on a previous screen, click the 'Previous' button.
You may cancel this installation at any time by clicking the 'Cancel' button.
InstallAnywhere
Cancel
Previous
Next

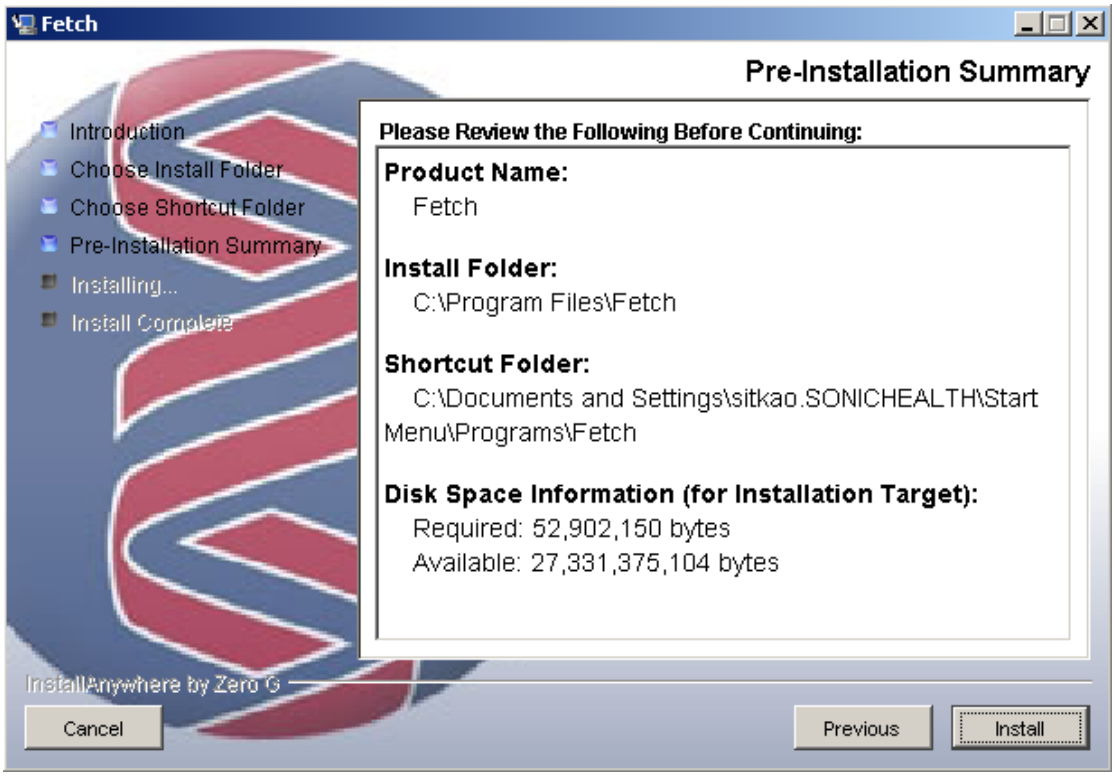
> Click "**Next**"



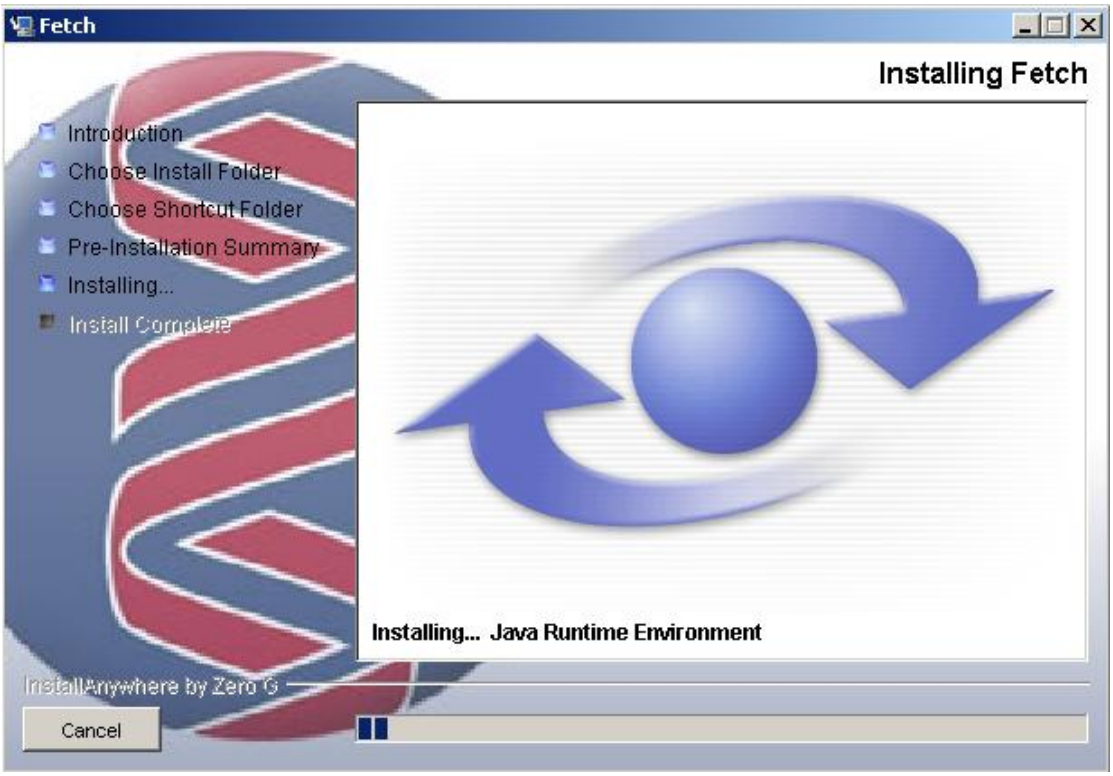
> Click "**Next**"



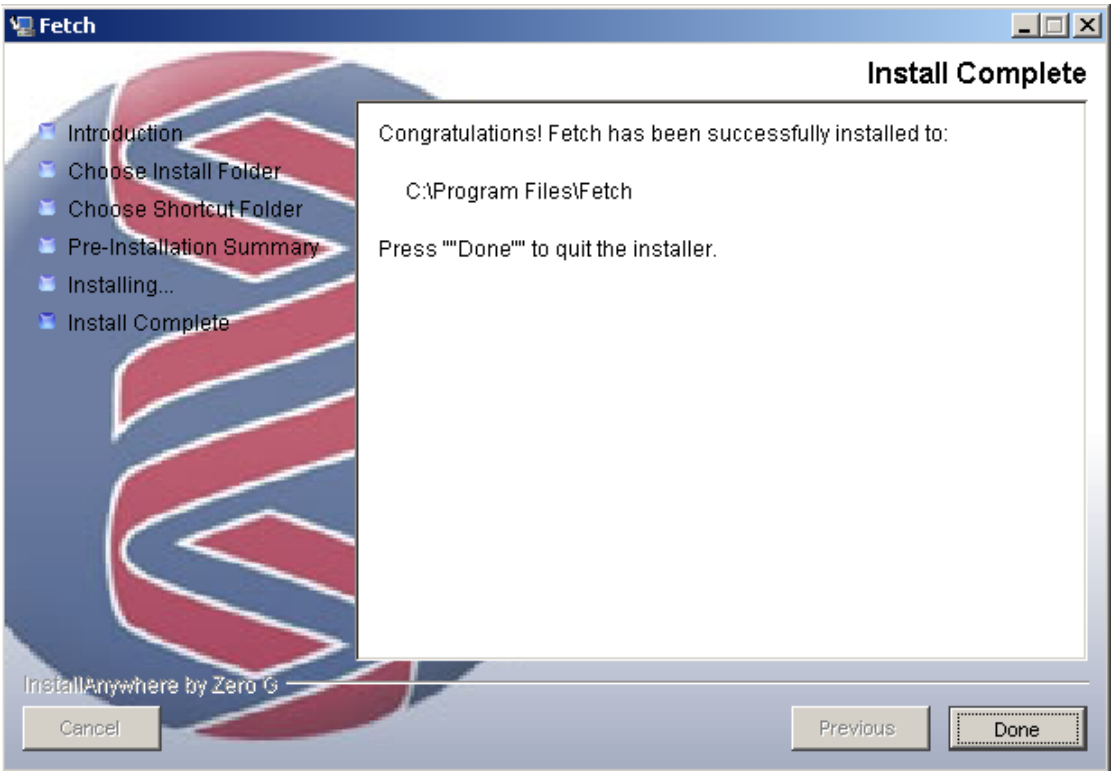
> Click "**Next**"



> Click "**Install**"



> Wait… whilst Installer installs the Fetch programs

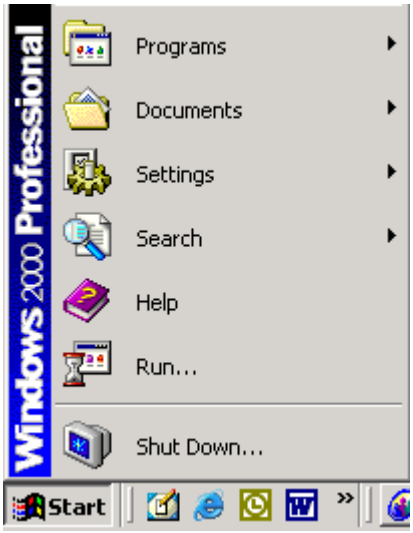


> Click "**Done**"

3.2 Registration and Setup of the Fetch Application

After installing the Fetch Client Interface on your PC you must call our support staff to obtain your Fetch User Name and register the program for use.

If the Fetch application is not already running:

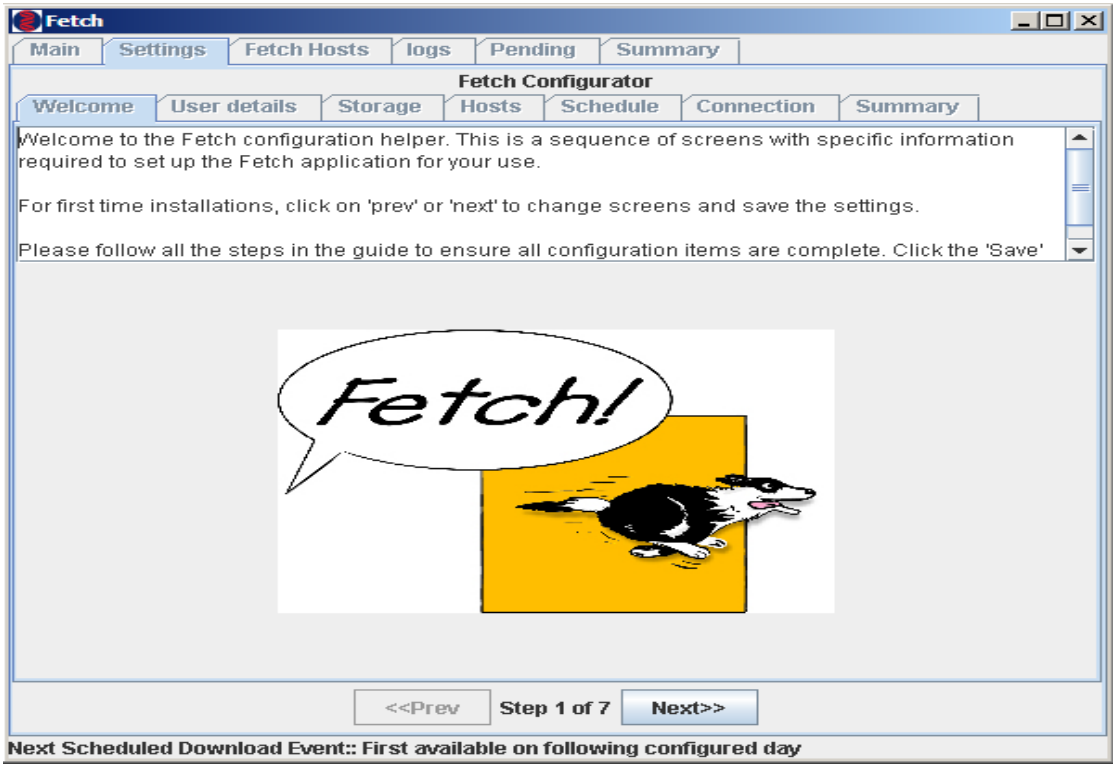


> Click "**Start**"

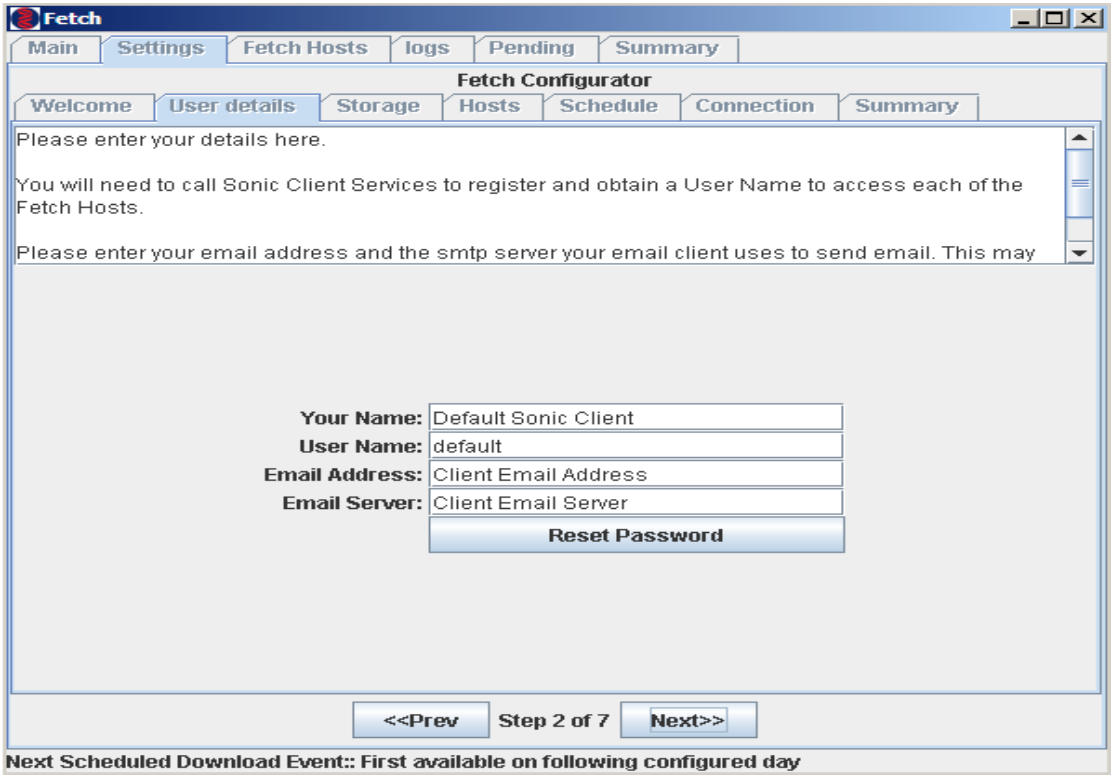
> Click "**Programs**"

> Click "**Fetch**"

> Double Click **Fetch**


Fetch
Main
Settings
Fetch Hosts
logs
Pending
Summary
Fetch Configurator
Welcome
User details
Storage
Hosts
Schedule
Connection
Summary
Welcome to the Fetch configuration helper. This is a sequence of screens with specific information required to set up the Fetch application for your use.
For first time installations, click on 'prev' or 'next' to change screens and save the settings.
Please follow all the steps in the guide to ensure all configuration items are complete. Click the 'Save'
Fetch!
<<Prev
Step 1 of 7
Next>>
Next Scheduled Download Event:: First available on following configured day

> Click "**Next >>**"



> Enter the name of your Practice in the "**Your Name**" box

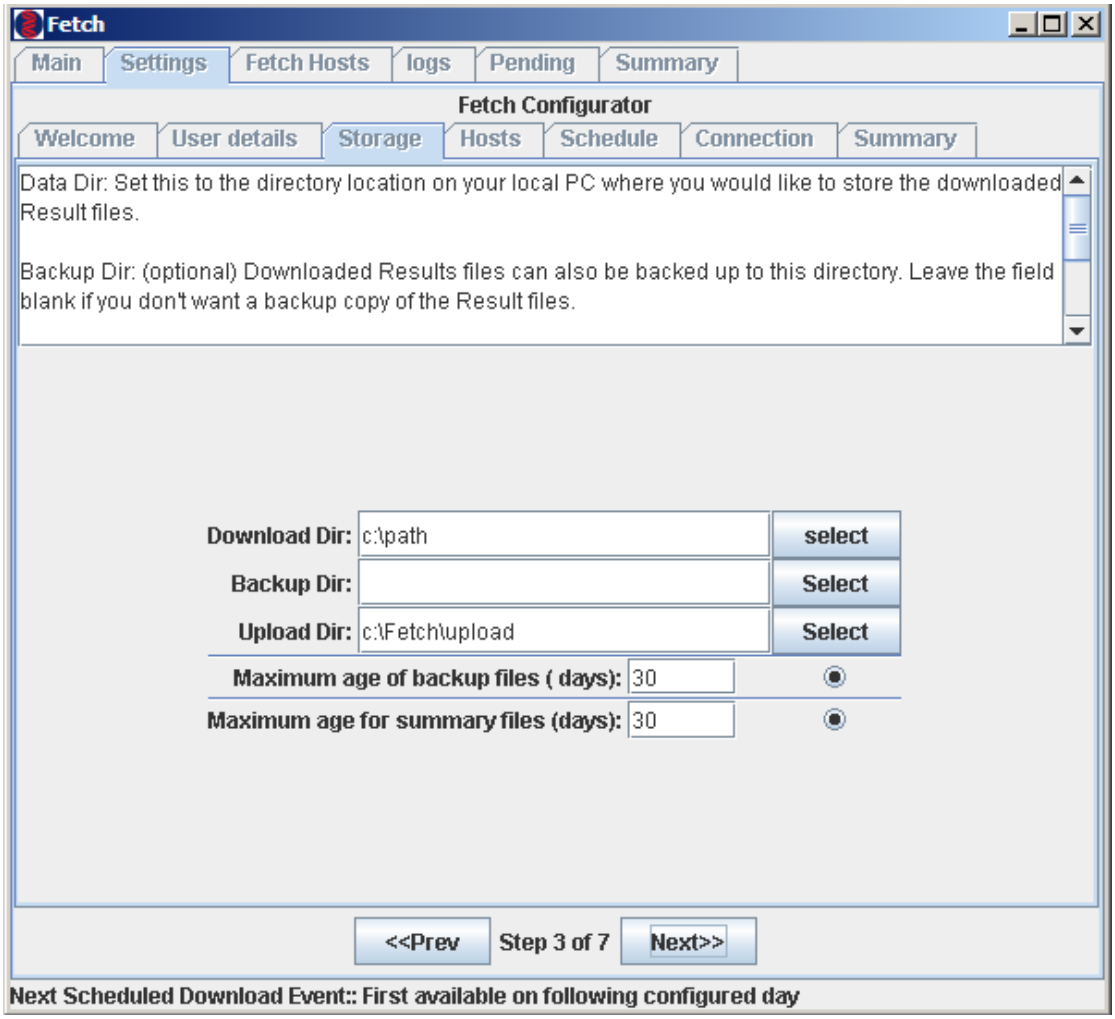
> Enter the Username supplied by our support staff in the "**User Name**" box

> If you have an existing email account, enter your email address in the "**Email Address**" box

> If you have an existing email account, enter your email server in the "**Email Server**" box

> Click "**Reset Password**" box

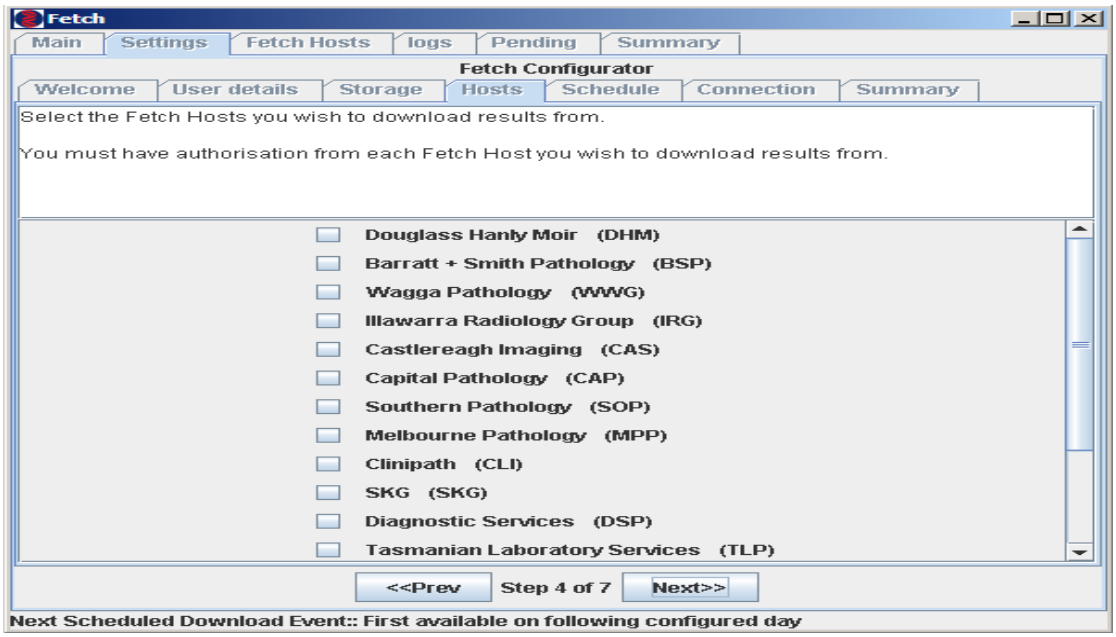
> Click "**Next >>**"



- **Download Dir** – This field contains the directory location into which the downloaded result files are to be stored;
- **Backup Dir** – This field contains the directory location into which a backup copy of the downloaded result files are to be stored. If the field is left blank, no backup copy of the files is made;
- **Upload Dir** – This field contains the directory location where files which are to be uploaded to the Host can be found (This feature is currently not available but will be implemented in a future revision);
- Backup File retention – Highlight the criteria (number of days or number of files (●)) and enter a number;
- Summary File retention – Highlight the criteria (number of days or number of files (●)) and enter a number;

> Change any of the above fields if required

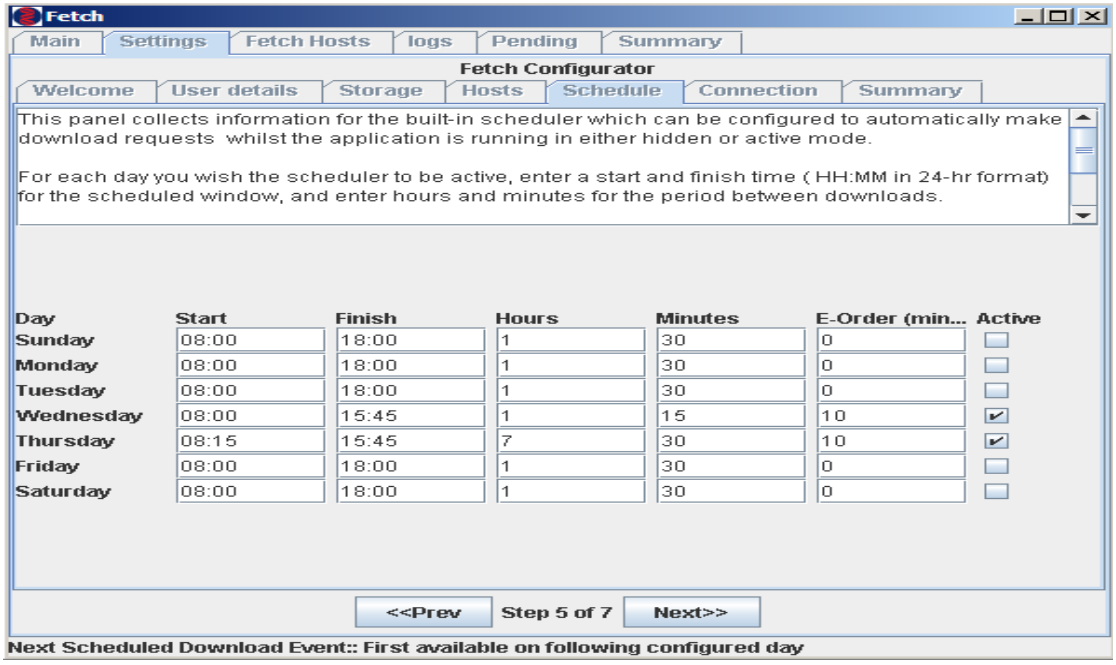
> Click "**Next >>**"



> Select required Hosts

- If the Host you require connection to is not ticked, click the box until a tick appears;
- If a Host is ticked and you don't want to use it, click the box until the tick disappears;

> Click "**Next >>**"


Fetch
Main
Settings
Fetch Hosts
logs
Pending
Summary
Fetch Configurator
Welcome
User details
Storage
Hosts
Schedule
Connection
Summary
This panel collects information for the built-in scheduler which can be configured to automatically make download requests whilst the application is running in either hidden or active mode.
For each day you wish the scheduler to be active, enter a start and finish time (HH:MM in 24-hr format) for the scheduled window, and enter hours and minutes for the period between downloads.
Day Start Finish Hours Minutes E-Order (min... Active
Sunday 08:00 18:00 1 30 0
Monday 08:00 18:00 1 30 0
Tuesday 08:00 18:00 1 30 0
Wednesday 08:00 15:45 1 15 10
Thursday 08:15 15:45 7 30 10
Friday 08:00 18:00 1 30 0
Saturday 08:00 18:00 1 30 0
<<Prev
Step 5 of 7
Next>>
Next Scheduled Download Event:: First available on following configured day

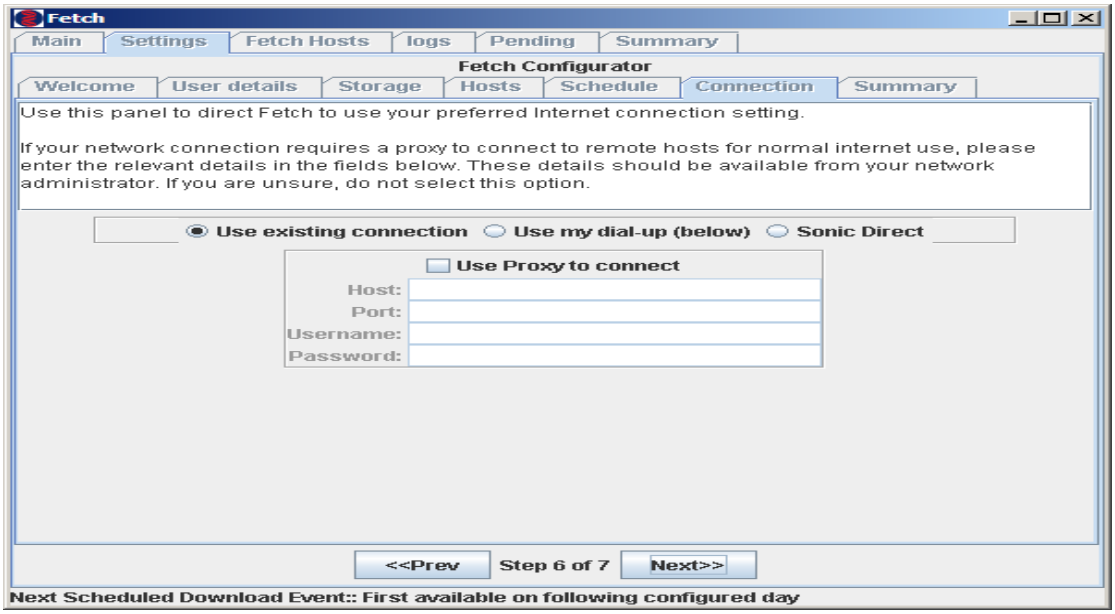
> Set the schedule for each day of the week you wish to schedule downloads:

- Enter the time for the first download (Start) and the time for the last download (Finish);
- Enter the number of hours and minutes between each download;
- Enter the E-Order upload frequency (min 10 minutes , 0 = no upload);
- Click the "Active" box to enable the scheduler (tick appears in Active box).

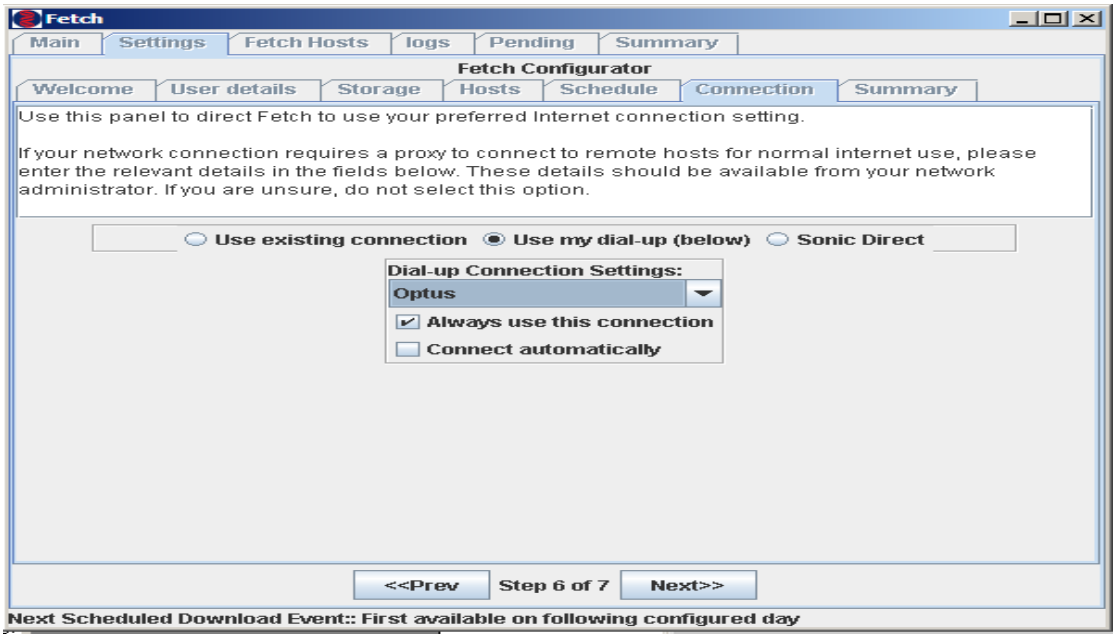
The example above would download results and upload E-Orders at 08:15, 09:30, 10:45, 12:00, 13:15, 14:30 and 15:45 every Wednesday and at 08:15 and 15:45 every Thursday as well as upload E-orders every 10 minutes between downloads.

> Click "**Next >>**"

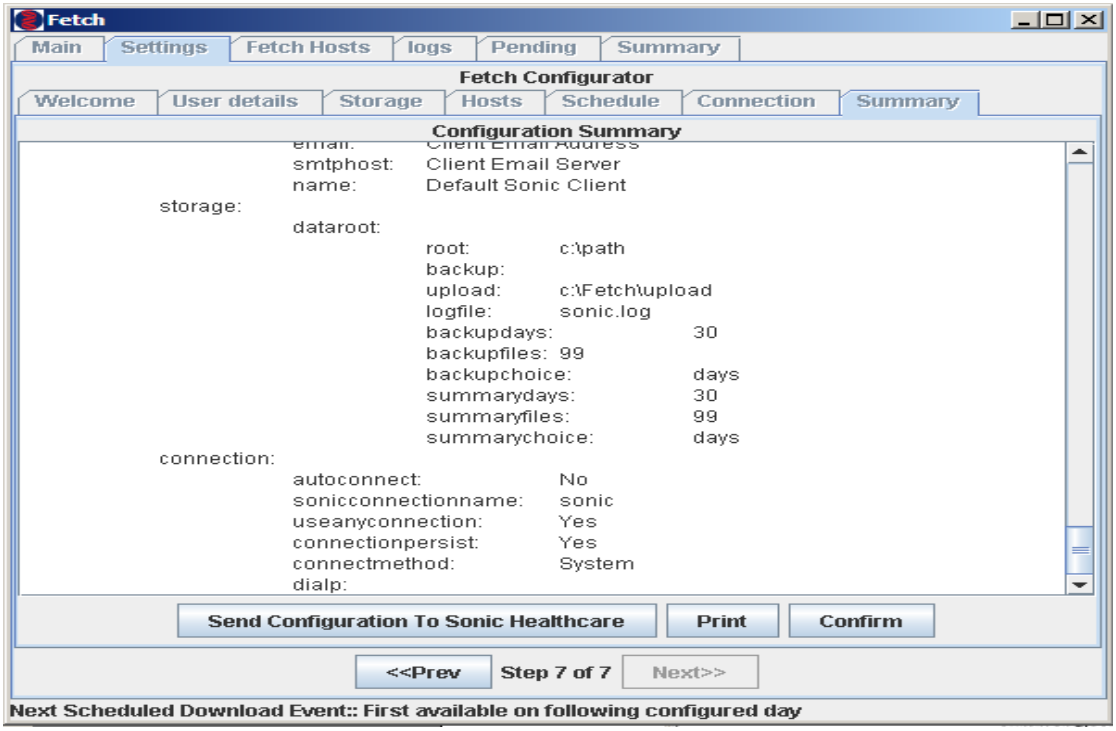
> Select the Internet connection you wish Fetch to use.



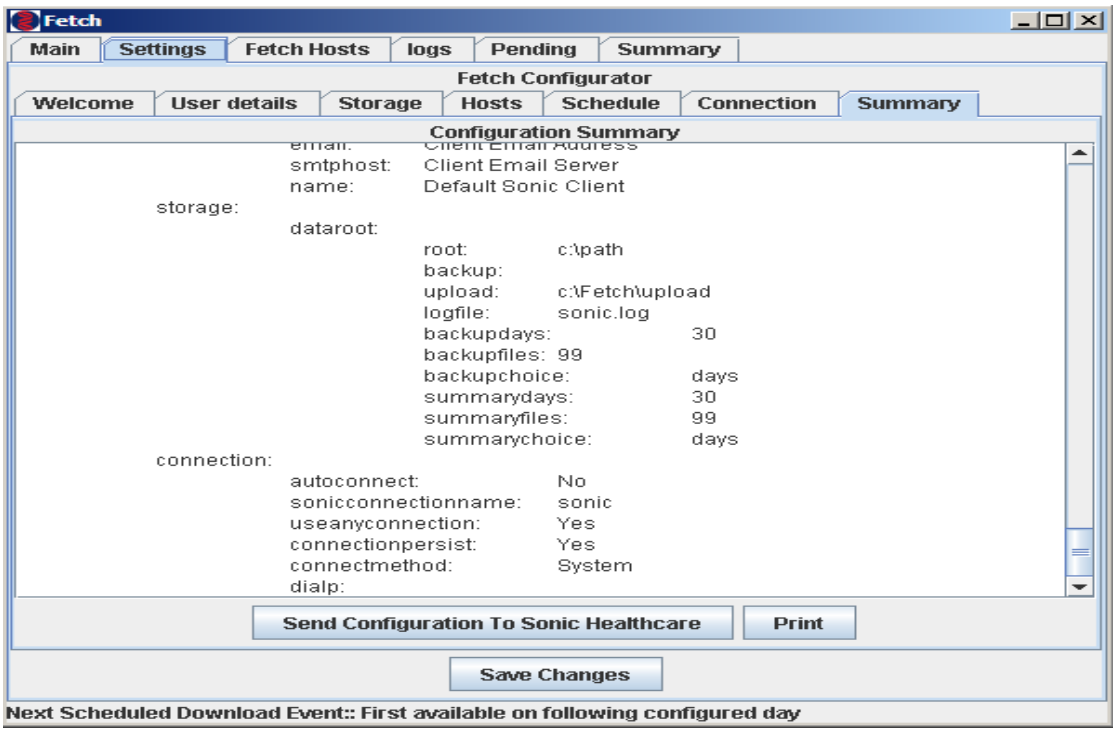
- If you have an existing internet connection via your internal network;
    - Click "**Use existing connection**" (●)
    - If you access the Internet via a Proxy server you may need to tick the "**Use Proxy to connect"** box and enter the Proxy server details into the relevant fields.
    - Click "**Next >>**"


Fetch
Main
Settings
Fetch Hosts
logs
Pending
Summary
Fetch Configurator
Welcome
User details
Storage
Hosts
Schedule
Connection
Summary
Use this panel to direct Fetch to use your preferred Internet connection setting.
If your network connection requires a proxy to connect to remote hosts for normal internet use, please enter the relevant details in the fields below. These details should be available from your network administrator. If you are unsure, do not select this option.
Use existing connection
Use my dial-up (below)
Sonic Direct
Dial-up Connection Settings:
Optus
Always use this connection
Connect automatically
<<Prev
Step 6 of 7
Next>>
Next Scheduled Download Event:: First available on following configured day

- If you have a dial up internet connection
    - Click "**Use my dial-up (below)**" (●)
    - Click▼ to select an internet connection from the dialup list
    - Tick available dialup connection option boxes as required
    - Click "**Next >>**"
- The third option "**Sonic Direct"** is available to users who have direct dial-in access.

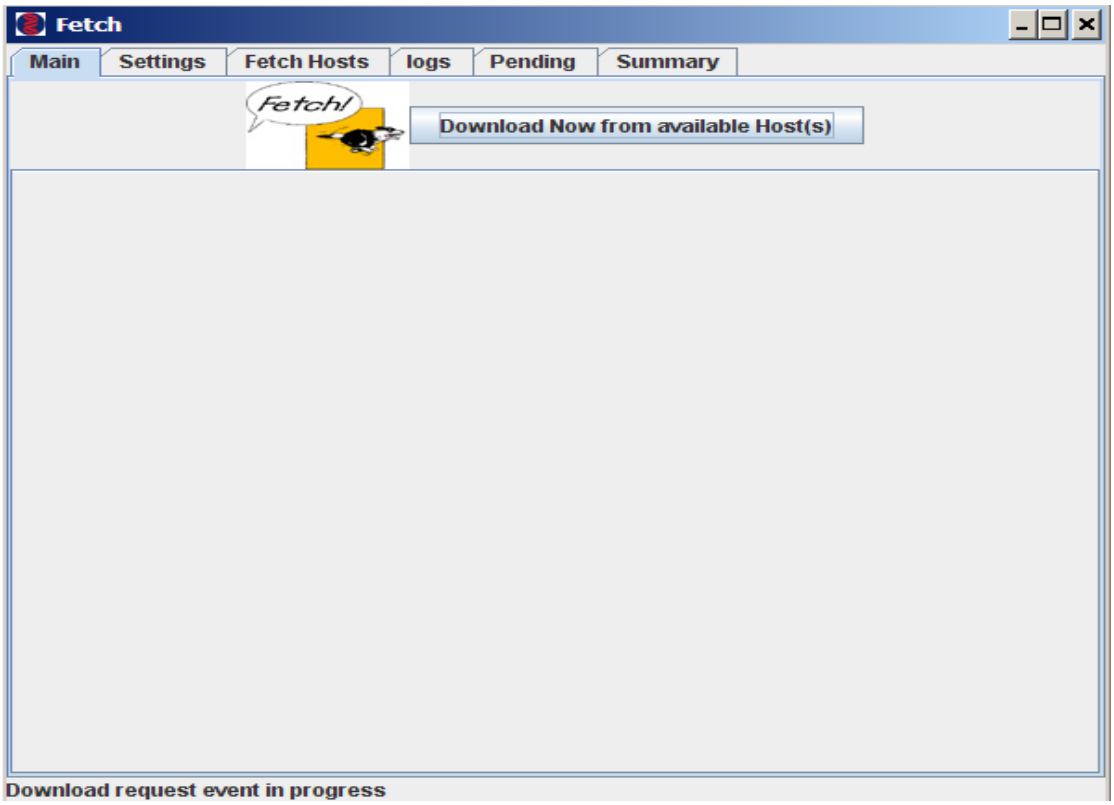


- If the settings displayed are not correct – Click the **"<<Prev**" button to step back to the screen with the incorrect settings;
- If the settings displayed are correct - Click the "**Confirm**" button;

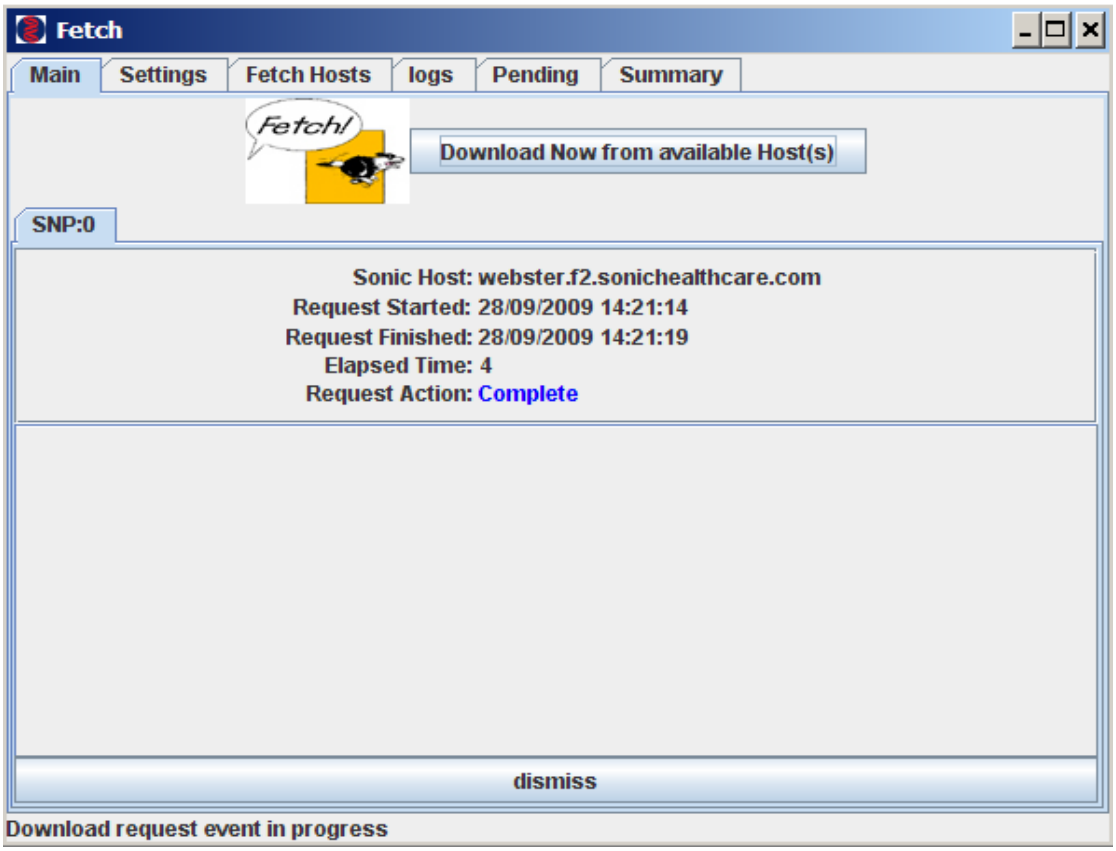


> Click the "**Save Changes**" button

> Click the "**Main**" tab (top left corner)



> Click the "**Download Now from available Host(s)**" button.



If a successful download does not occur, contact our support staff for assistance.

4 Modes of Operation

The Fetch application can be run in any one of three different modes

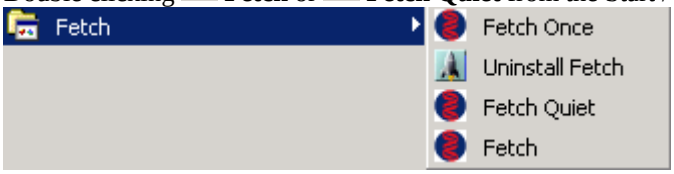
4.1 Normal mode

In the normal mode of operation, the Fetch application is loaded and remains resident in the PC memory until shut down. Downloading of Results will occur automatically if the scheduler is enabled.

Normal mode can be initiated by:

- Copying **Fetch** or **Fetch Quiet** to the Start / Programs / Startup menu.

- Double clicking **Fetch** or **Fetch Quiet** from the Start / Programs / Fetch menu.



4.2 Run Once Mode

In the run once mode of operation, the Fetch application is started by the user. It is loaded into memory, runs a single download session and is then shut down.

Run once mode can be initiated by:

- Double clicking **Fetch Once** from the Start / Programs / Fetch menu.

4.3 Run from the Practice Management System

Some Practice Management Systems have the capability of calling an external application. In this mode Fetch is started by the Practice Management System, loaded into memory, runs a single download session and is then shut down.

To use this mode the Practice Management System is set to run Fetchone.exe (default path = C:\Program Files\Fetch\Fetchone.exe)

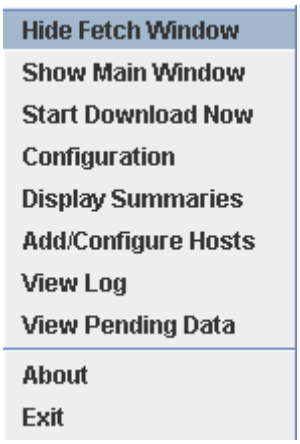
Contact our support staff and discuss with them which would be the best mode of operation for your installation.

5 Fetch User Interface

5.1 Activating the user interface

The Fetch user interface can be activated by placing the mouse cursor on the Sonic icon in the System Tray (lower right hand corner of the screen) and Clicking the left mouse button.

The following selection box will appear:



5.1.1 Hide Fetch

Clicking "**Hide Fetch Window**" will close the Fetch Main window without shutting Fetch down.

5.1.2 Shown Main Window

Clicking "**Show Main Window**" will pop up the Fetch Main window box. The user will now have access to all of the Fetch User Interface features.

5.1.3 Start Download Now

Clicking "**Start Download Now**" will initiate an immediate download session. This will not effect the scheduler, future downloads will continue to be controlled by the scheduler if it has been enabled. If Fetch is currently running in the "Hidden" mode it will remain hidden during the download.

5.1.4 Display Summaries

Clicking "**Display Summaries**" will pop up the Summary window box. The user can now view or print the current summary.

5.1.5 Add/Configure Hosts

Clicking "**Add/Configure Hosts**" will pop up the Hosts info window box. The user can now edit or add Host information.

5.1.6 View Log

Clicking "**View Log**" will pop up the Log window box. The log can now be viewed or printed.

5.1.7 View Pending Data

Clicking "**View Pending Data**" displays the status of any outstanding tests at the time of the last download

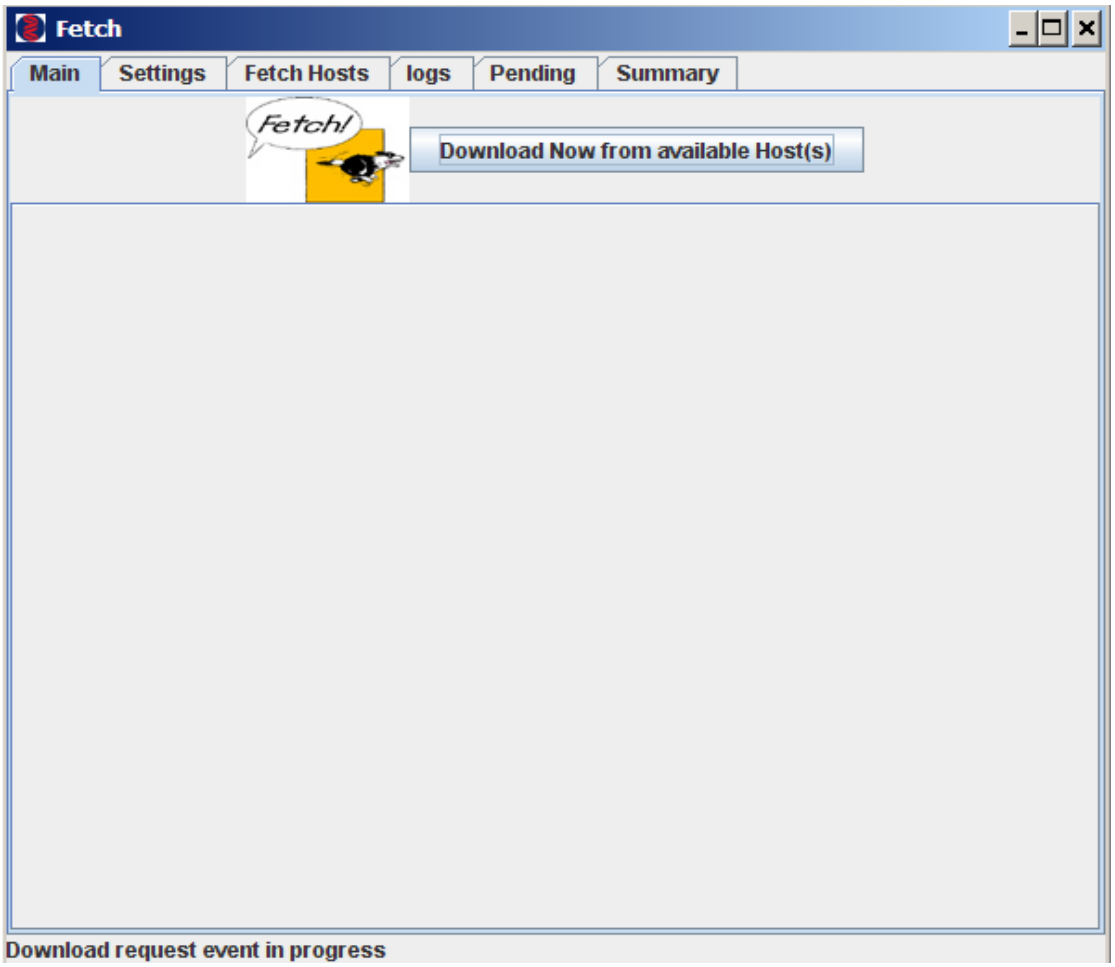
5.1.8 About

Clicking "**About**" will pop up a message box, detailing the version of the Fetch Client application currently in use. Click the "OK" button to close the box.

5.1.9 Exit

Clicking the "**Exit**" selection closes the Sonic Fetch application.

5.2 User Selection – Main



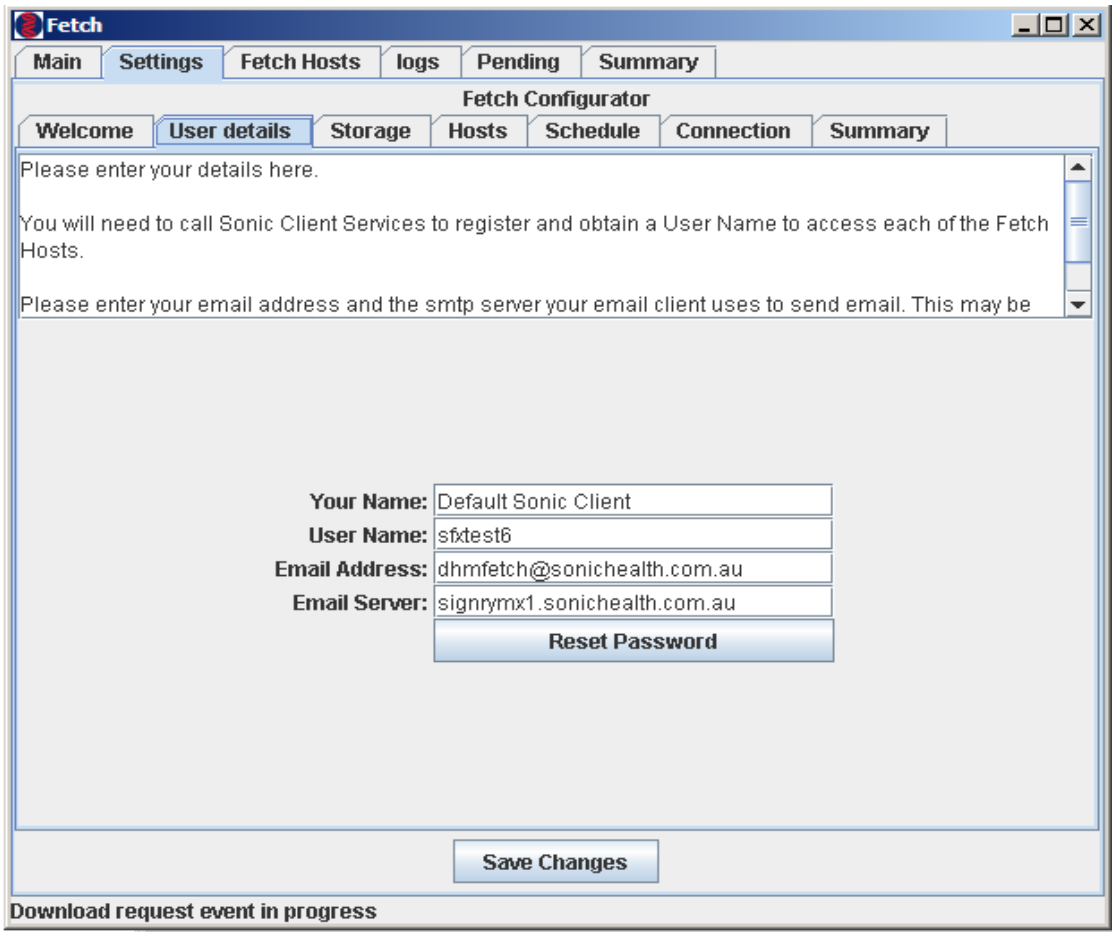
5.2.1 Download Now from available Host(s)

- Clicking the "**Download Now from available Host(s)**" button will initiate an immediate download from all of the selected Hosts;
- The session status is displayed in the lower window;

5.3 User Selection – Settings

5.3.1 User Details

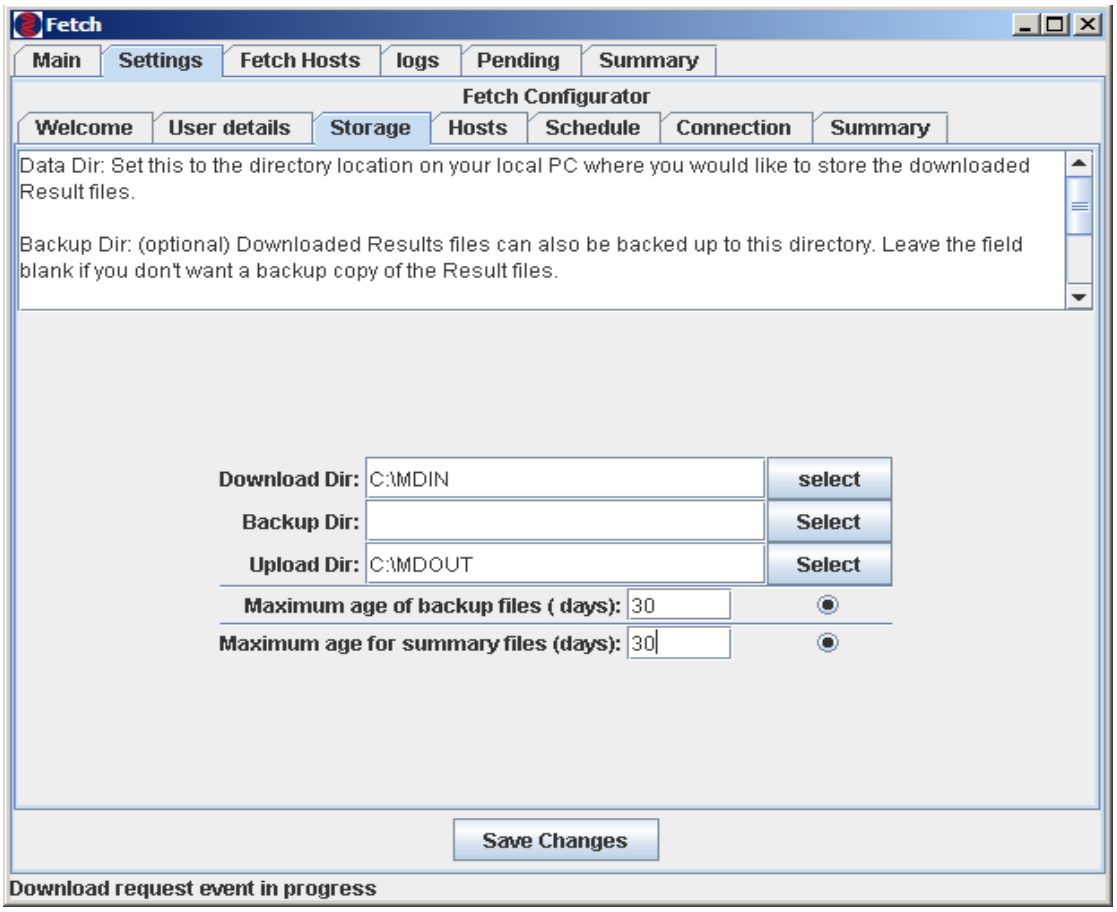
This selection is used to enter or update the user details:



- **Your Name** – This field records the name of your Practice, it is set during the installation and may be changed at any time;
- **User Name** – This field contains your Host registered user name. It is set during the installation and should only be changed if directed by our support staff;
- **Email Address** – This field contains your e-mail address;
- **Email server** – This field contains the name of your SMTP mail server;
- **Reset Password** – This button is used to reset your password and should only be Clicked if directed by our support staff;
- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

5.3.2 Storage

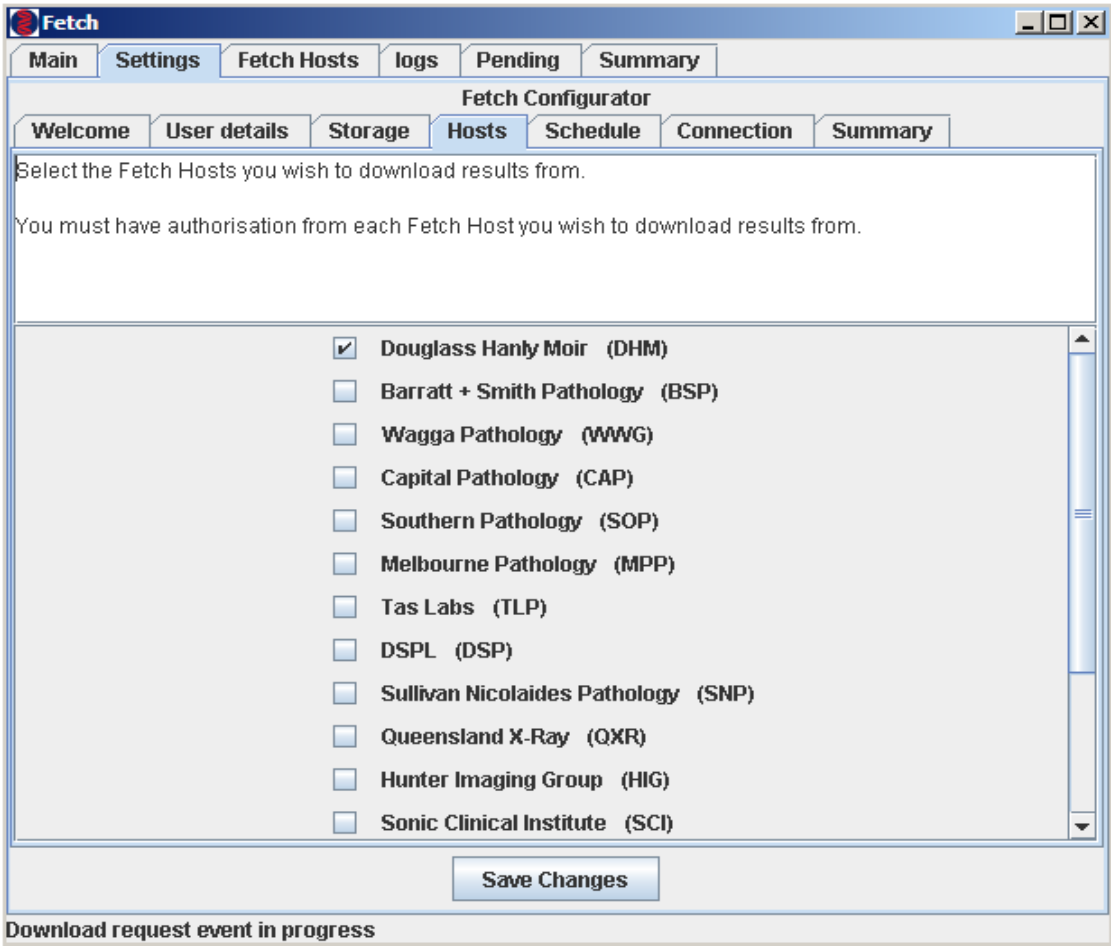
This selection is used to enter or update the locations for storing or retrieving data:



- **Download Directory** – This field contains the directory location into which the downloaded result files are to be stored;
- **Backup Directory** – This field contains the directory location into which a backup copy of the downloaded result files are to be stored. If the field is left blank, no backup copy of the files is made;
- **Upload Directory** – This field contains the directory location where files which are to be uploaded to the Host can be found (This feature is currently used for uploading electronic orders from some Practice Management Systems);
- **Backup Files** – Enter the criteria for retention of Backup files
    - Save files for a number of days > enter number of days and highlight the days (●)
    - Save the last ## of files > enter number of files and highlight the number ( )
- **Summary Files** – Enter the criteria for retention of Summary files
    - Save files for a number of days > enter number of days and highlight the days (●)
    - Save the last ## of files > enter number of files and highlight the number ( )
- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

5.3.3 Hosts

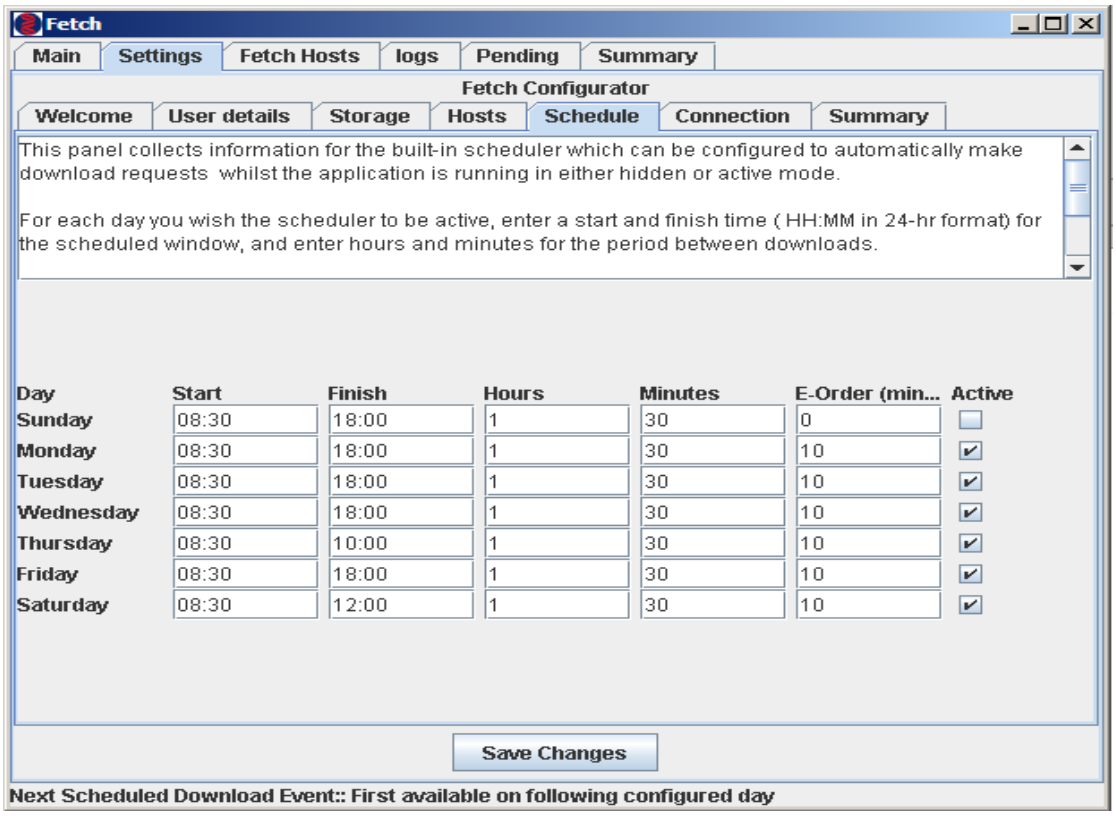
This selection is used to select or de-select the available Sonic Hosts from which you wish to download:



- The Hosts can be selected / de-selected by clicking the box to add / remove the [√];
- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

5.3.4 Schedule

This selection is used to set the scheduled times for automatic download:

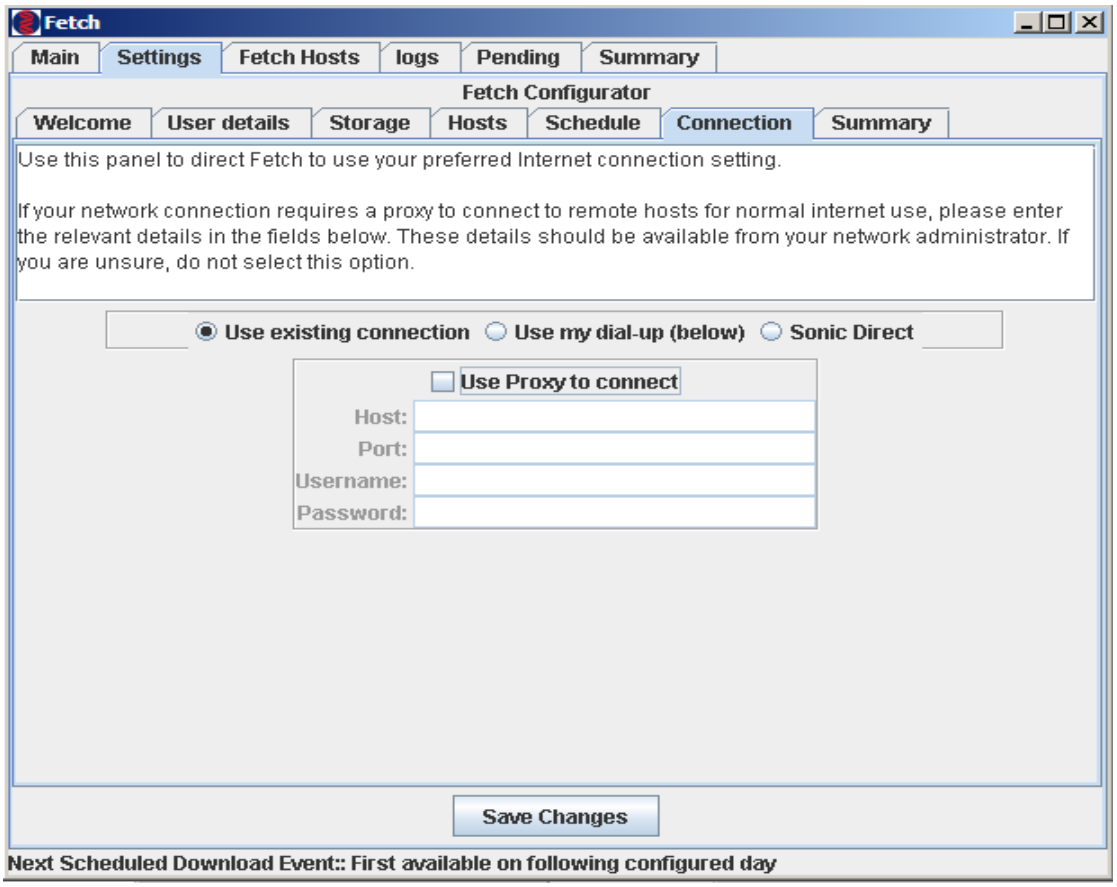

Fetch
Main
Settings
Fetch Hosts
logs
Pending
Summary
Fetch Configurator
Welcome
User details
Storage
Hosts
Schedule
Connection
Summary
This panel collects information for the built-in scheduler which can be configured to automatically make download requests whilst the application is running in either hidden or active mode.
For each day you wish the scheduler to be active, enter a start and finish time (HH:MM in 24-hr format) for the scheduled window, and enter hours and minutes for the period between downloads.
Day Start Finish Hours Minutes E-Order (min... Active
Sunday 08:30 18:00 1 30 0
Monday 08:30 18:00 1 30 10
Tuesday 08:30 18:00 1 30 10
Wednesday 08:30 18:00 1 30 10
Thursday 08:30 10:00 1 30 10
Friday 08:30 18:00 1 30 10
Saturday 08:30 12:00 1 30 10
Save Changes
Next Scheduled Download Event:: First available on following configured day

- Set the schedule as follows for each day of the week you wish to schedule downloads:
    - Enter the time for the first download (**Start**) and the time for the last download (**Finish**);
    - Enter the number of **Hours** and **Minutes** between each download;
    - Enter the E-Order upload frequency (min 10 minutes , 0 = no upload);
    - Click the "**Active**" box to enable the scheduler (tick appears in Active box).

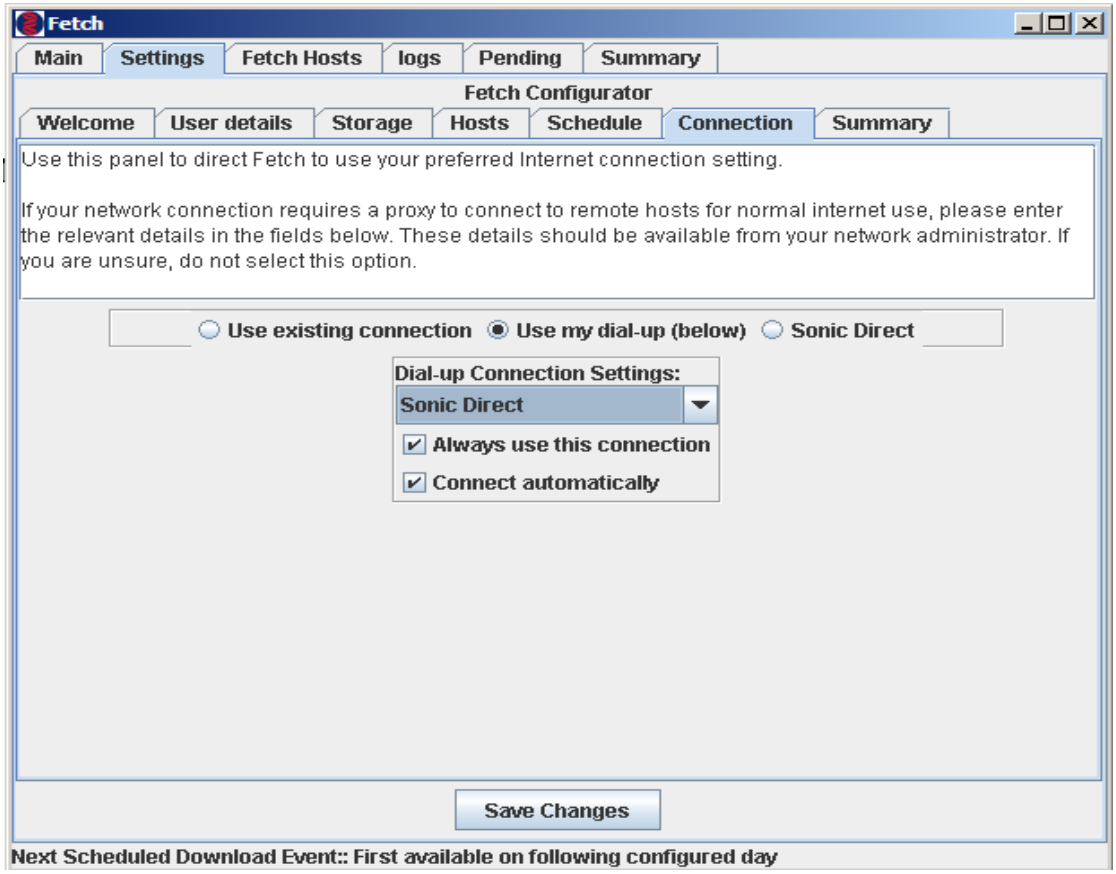
    The example above would download results and upload E-orders at 08:30, 10:00, 11:30, 13:00, 14:30, 16:00, 17:30 and 18:00 Monday to Friday and 08:30, 10:00, 11:30 and 12:00 on Saturday, as well as upload E-orders every 10 minutes between downloads.
- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

5.3.5 Network

Select the Internet connection you wish Fetch to use.



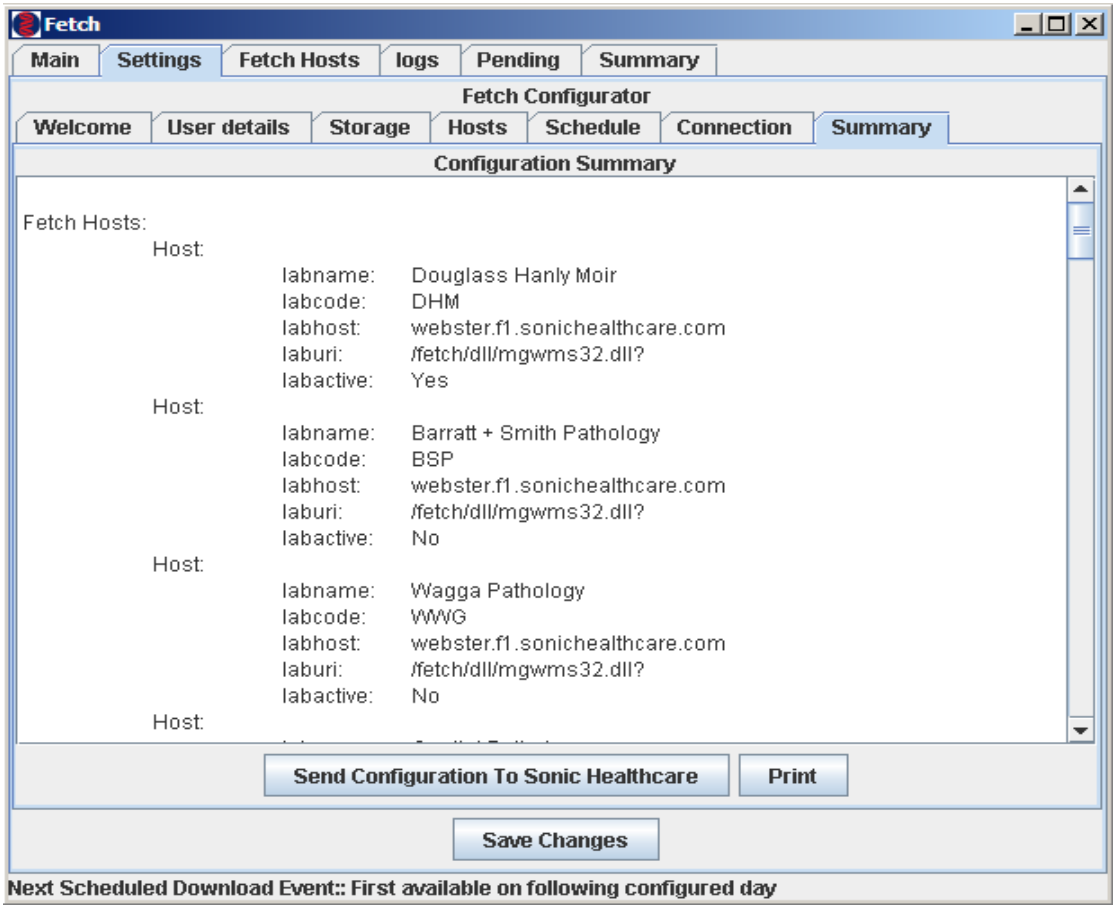
- If you have an existing internet connection via your internal network;
    - Click "**Use existing connection**" (●)
    - If you access the Internet via a Proxy server you may need to tick the "**Use Proxy to connect"** box and enter the Proxy server details into the relevant fields.
    - Click "**Next** >>"


Fetch
Main
Settings
Fetch Hosts
logs
Pending
Summary
Fetch Configurator
Welcome
User details
Storage
Hosts
Schedule
Connection
Summary
Use this panel to direct Fetch to use your preferred Internet connection setting.
If your network connection requires a proxy to connect to remote hosts for normal internet use, please enter the relevant details in the fields below. These details should be available from your network administrator. If you are unsure, do not select this option.
Use existing connection
Use my dial-up (below)
Sonic Direct
Dial-up Connection Settings:
Sonic Direct
Always use this connection
Connect automatically
Save Changes
Next Scheduled Download Event:: First available on following configured day

- If you have a dial up internet connection
    - Click "**Use my dial-up (below)**" (●)
    - Click▼ to select an internet connection from the dialup list
    - Tick available dialup connection option boxes as required
    - Click "**Next >>**"
- The third option "**Sonic Direct**" is available to users who have direct dial-in access.
- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

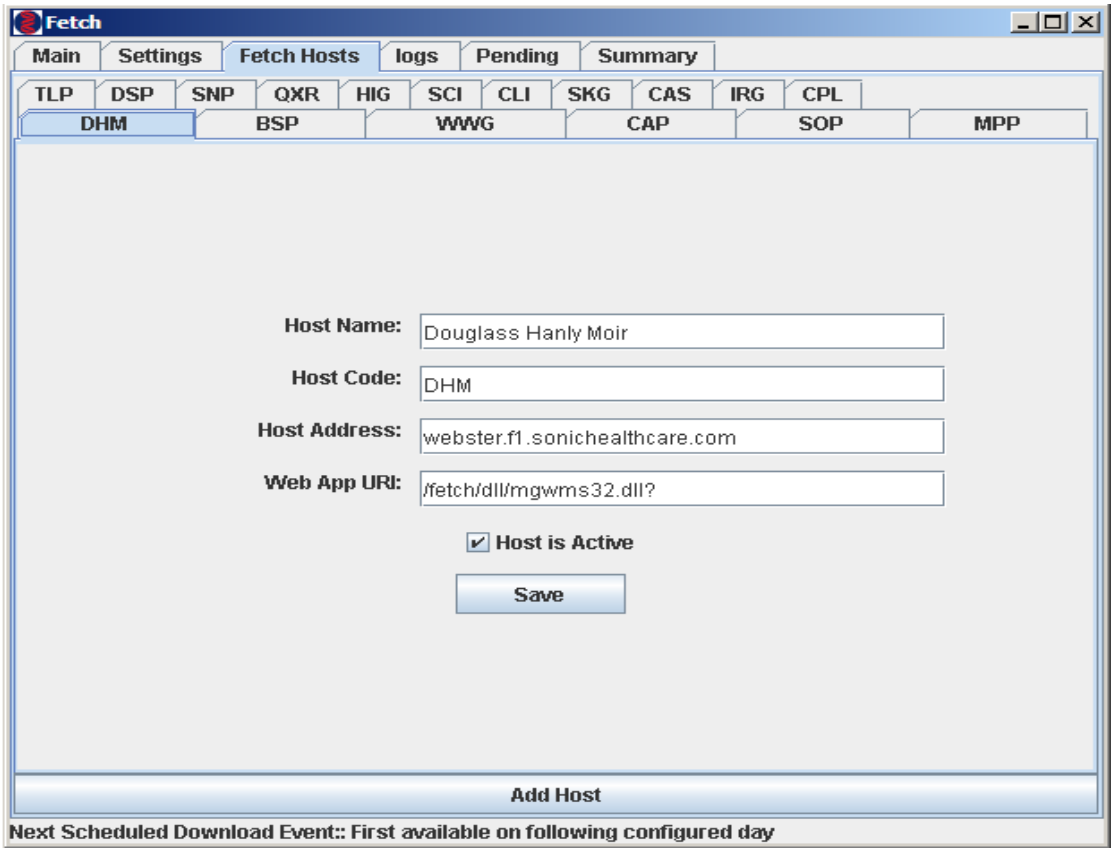
5.3.6 Summary

This selection displays a summary of your current settings:



- **Send Configuration to Sonic Healthcare** – Clicking this button will e-mail a copy of your current settings to our support staff. This feature is useful in diagnosing problems;
- **Print** – Prints a copy of the configuration to the default windows printer;
- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

5.4 User Selection – Fetch Hosts



5.4.1 Editing Fetch Host details

- Fetch Host details should only be changed at the request of our support staff;
- Incorrect details in these fields will prevent the downloading of results;
- Click the "**Save"** button to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

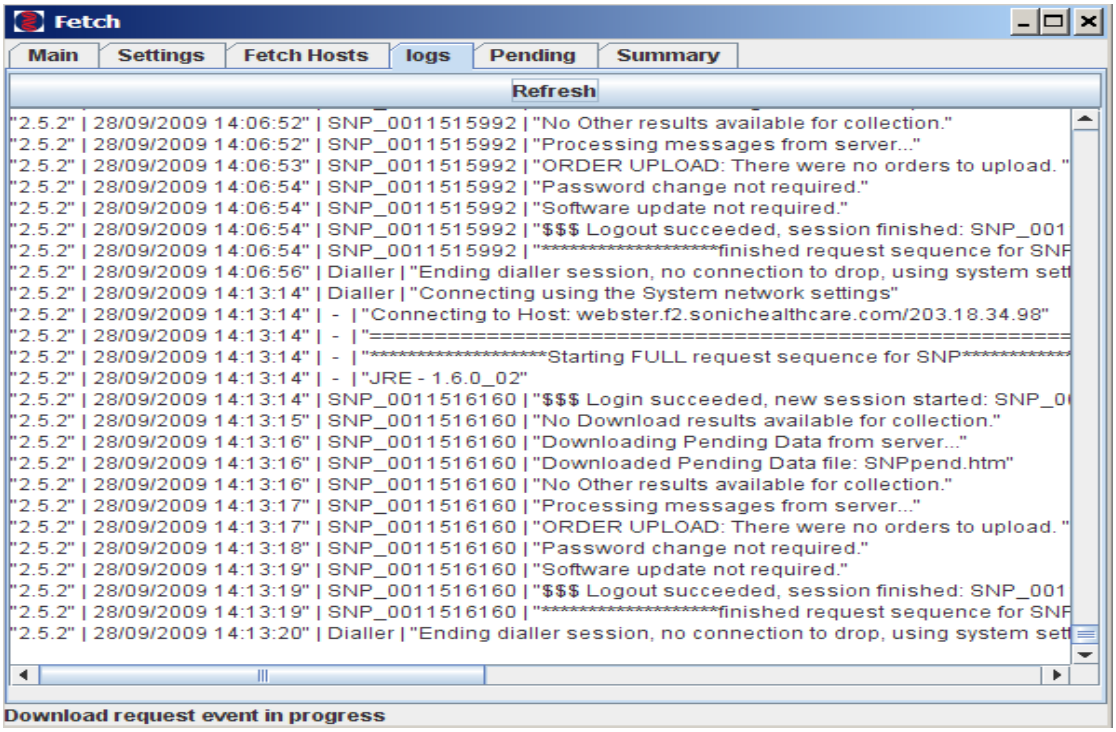
5.4.2 Activate Host

- Click the "**Host is Activate**" box to select / de-select the Host;
- A tick in the box indicates the Host is selected;
- Click the "**Save"** button to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

5.4.3 Add Host

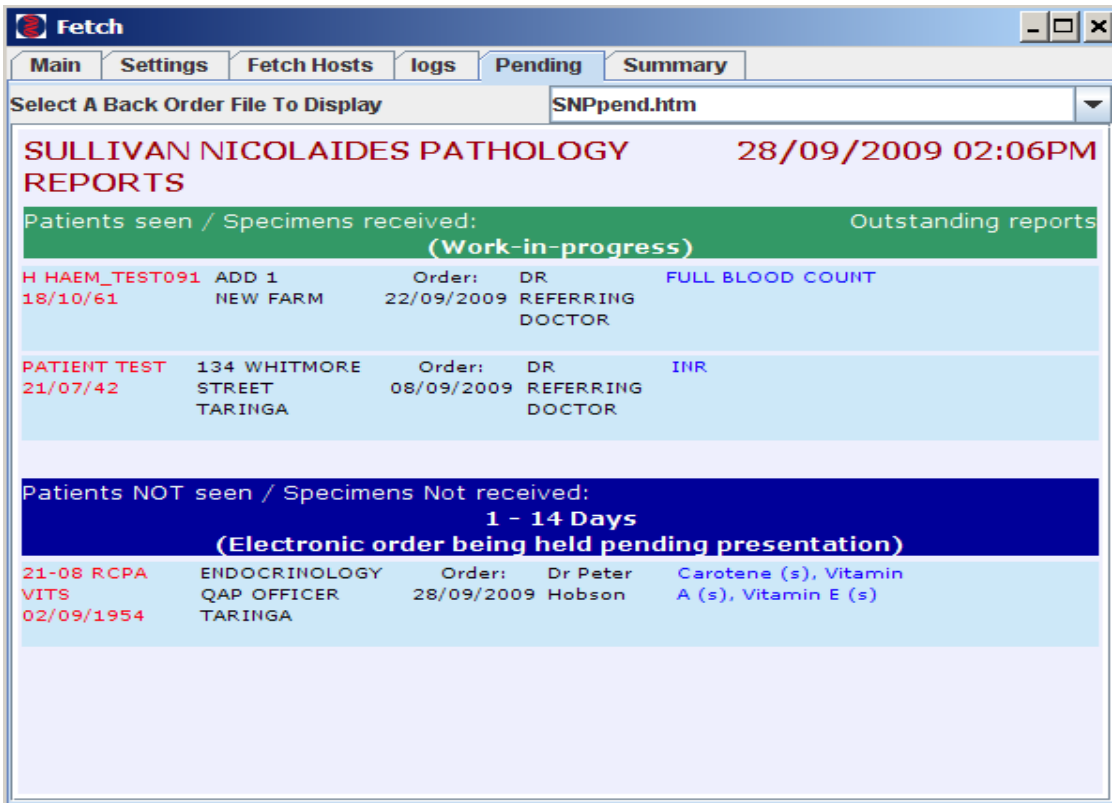
- Clicking the "**Add Host**" button will open a new Host;
- A new Host should only be added with the help of, and at the request of our support staff;
- Click the "**Save"** button to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

5.5 User Selection – Logs


Fetch
Main
Settings
Fetch Hosts
logs
Pending
Summary
Refresh
"2.5.2" | 28/09/2009 14:06:52" | SNP_0011515992 | "No Other results available for collection."
"2.5.2" | 28/09/2009 14:06:52" | SNP_0011515992 | "Processing messages from server..."
"2.5.2" | 28/09/2009 14:06:53" | SNP_0011515992 | "ORDER UPLOAD: There were no orders to upload. "
"2.5.2" | 28/09/2009 14:06:54" | SNP_0011515992 | "Password change not required."
"2.5.2" | 28/09/2009 14:06:54" | SNP_0011515992 | "Software update not required."
"2.5.2" | 28/09/2009 14:06:54" | SNP_0011515992 | "$$$ Logout succeeded, session finished: SNP_001
"2.5.2" | 28/09/2009 14:06:54" | SNP_0011515992 | "**********finished request sequence for SNP
"2.5.2" | 28/09/2009 14:06:56" | Dialler | "Ending dialler session, no connection to drop, using system set
"2.5.2" | 28/09/2009 14:13:14" | Dialler | "Connecting using the System network settings"
"2.5.2" | 28/09/2009 14:13:14" | - | "Connecting to Host: webster.f2.sonichealthcare.com/203.18.34.98"
"2.5.2" | 28/09/2009 14:13:14" | - | "==========
"2.5.2" | 28/09/2009 14:13:14" | - | "**********Starting FULL request sequence for SNP**********
"2.5.2" | 28/09/2009 14:13:14" | - | "JRE - 1.6.0_02"
"2.5.2" | 28/09/2009 14:13:14" | SNP_0011516160 | "$$$ Login succeeded, new session started: SNP_0
"2.5.2" | 28/09/2009 14:13:15" | SNP_0011516160 | "No Download results available for collection."
"2.5.2" | 28/09/2009 14:13:16" | SNP_0011516160 | "Downloading Pending Data from server..."
"2.5.2" | 28/09/2009 14:13:16" | SNP_0011516160 | "Downloaded Pending Data file: SNPpend.htm"
"2.5.2" | 28/09/2009 14:13:16" | SNP_0011516160 | "No Other results available for collection."
"2.5.2" | 28/09/2009 14:13:17" | SNP_0011516160 | "Processing messages from server..."
"2.5.2" | 28/09/2009 14:13:17" | SNP_0011516160 | "ORDER UPLOAD: There were no orders to upload. "
"2.5.2" | 28/09/2009 14:13:18" | SNP_0011516160 | "Password change not required."
"2.5.2" | 28/09/2009 14:13:19" | SNP_0011516160 | "Software update not required."
"2.5.2" | 28/09/2009 14:13:19" | SNP_0011516160 | "$$$ Logout succeeded, session finished: SNP_001
"2.5.2" | 28/09/2009 14:13:19" | SNP_0011516160 | "**********finished request sequence for SNP
"2.5.2" | 28/09/2009 14:13:20" | Dialler | "Ending dialler session, no connection to drop, using system set
Download request event in progress

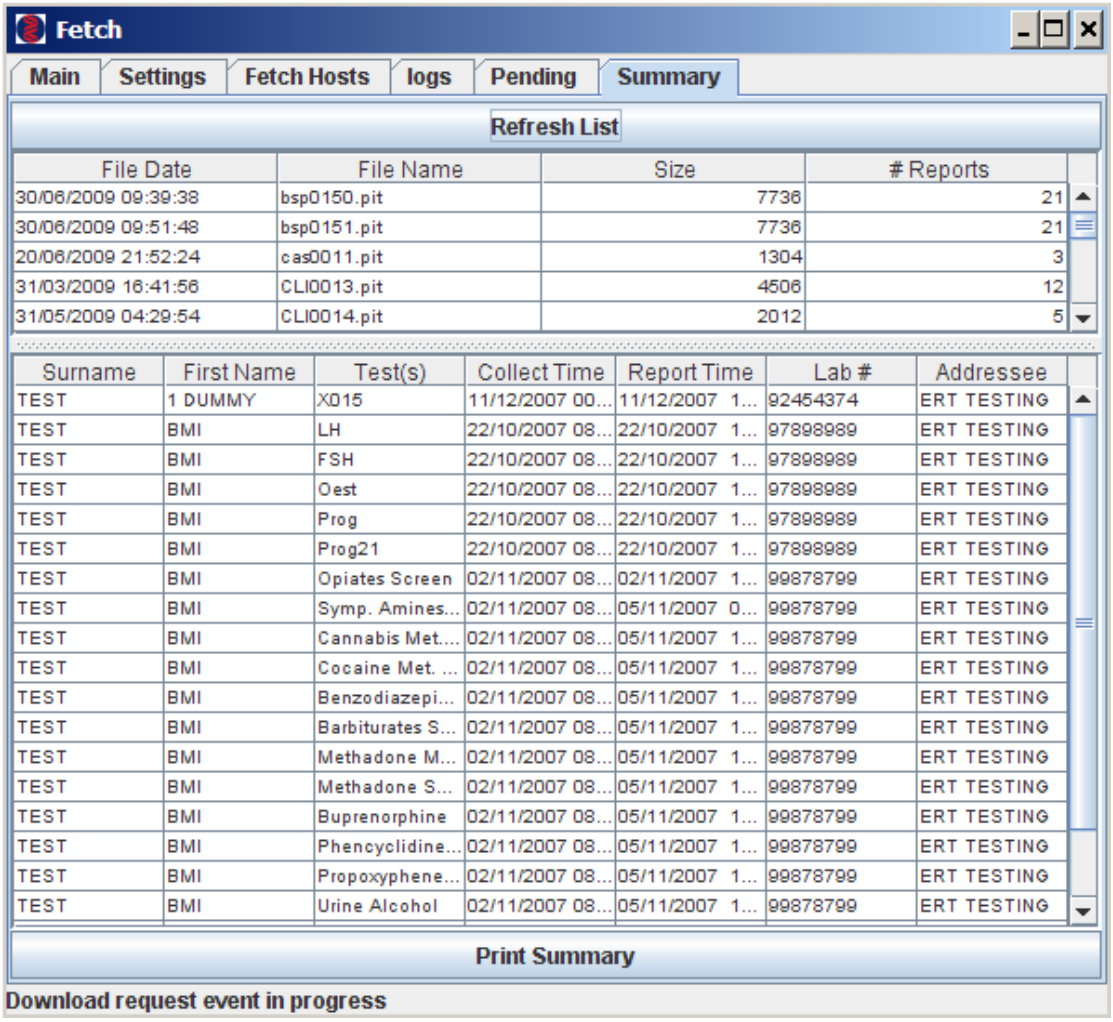
- Click "**Refresh**" to update the log;
- Log data is stored in date / time order. The latest transactions are at the bottom of the log;
- Scroll through the log to view data.

5.6 User Selection – Pending



Displays the status of any pending (outstanding) reports

5.7 User Selection – Summary



- Click "**Refresh List**" to update the summary;
- Scroll through the log to view the summary data;
- Click "**Print Summary**" to output summary to the default windows printer.

6 Un-installing Fetch

Fetch can be removed from your PC by running the Fetch uninstall program

Double click the "**Uninstall Fetch"** icon in the Start / Programs / Fetch menu.

Note:

The uninstall program will only remove files which were created at the time of installation.

The following files which are created after installation will have to be removed manually:

- Backup result files;
- Summary files;
- Trace file.

7 Troubleshooting Guide

7.1 General

Defining the exact nature of a problem is the first step in diagnosing its cause.

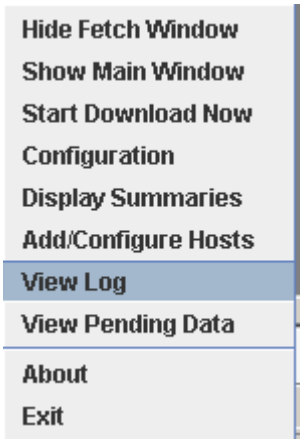
Viewing and correctly interpreting the Fetch Client log file is the fastest and most effective way to achieve this.

It should be noted that Fetch has the capability to recover from momentary connection loss or data errors. When Fetch experiences an error during a session it retries three times before abandoning the failing function and proceeding to the next function.

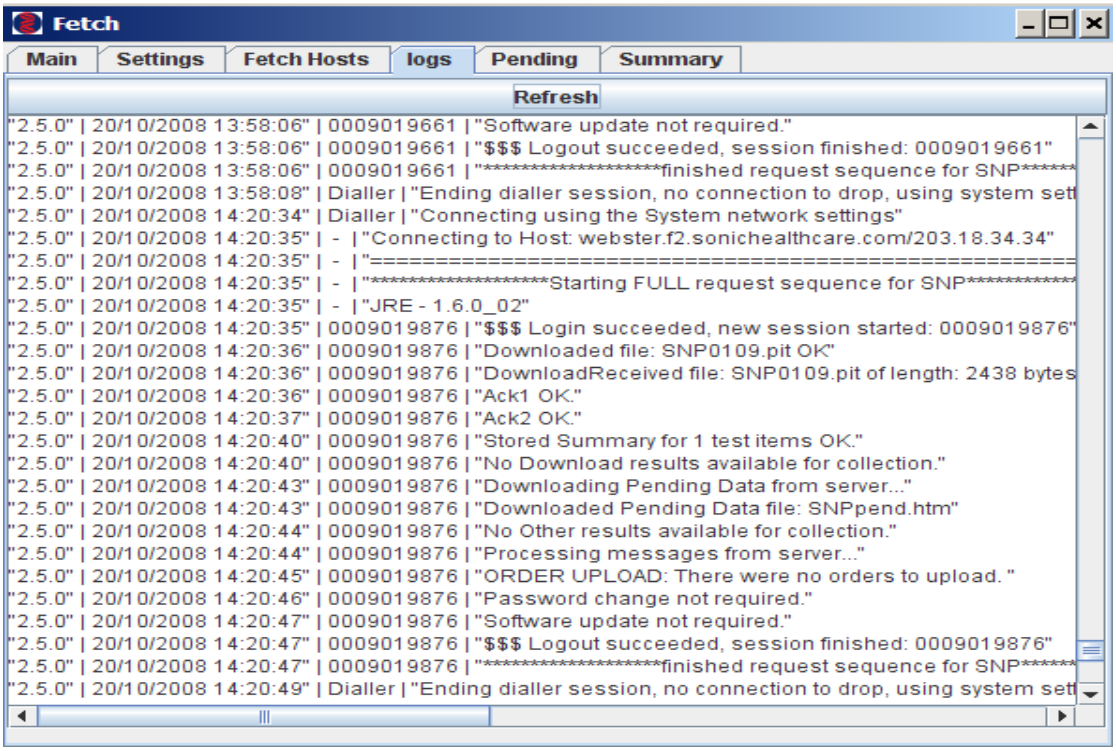
7.2 Displaying the Fetch Log

- Place the mouse pointer on the Sonic icon in the system tray (bottom RH corner of the screen) and click the left mouse button;

- Click "**View Log**";



> Click "**Refresh**"


Fetch
Main
Settings
Fetch Hosts
logs
Pending
Summary
Refresh
"2.5.0" | 20/10/2008 13:58:06" | 0009019661 | "Software update not required."
"2.5.0" | 20/10/2008 13:58:06" | 0009019661 | "$$$ Logout succeeded, session finished: 0009019661"
"2.5.0" | 20/10/2008 13:58:06" | 0009019661 | "**********finished request sequence for SNP******
"2.5.0" | 20/10/2008 13:58:08" | Dialler | "Ending dialler session, no connection to drop, using system sett
"2.5.0" | 20/10/2008 14:20:34" | Dialler | "Connecting using the System network settings"
"2.5.0" | 20/10/2008 14:20:35" | - | "Connecting to Host: webster.f2.sonichealthcare.com/203.18.34.34"
"2.5.0" | 20/10/2008 14:20:35" | - | "==========
"2.5.0" | 20/10/2008 14:20:35" | - | "**********Starting FULL request sequence for SNP**********
"2.5.0" | 20/10/2008 14:20:35" | - | "JRE - 1.6.0_02"
"2.5.0" | 20/10/2008 14:20:35" | 0009019876 | "$$$ Login succeeded, new session started: 0009019876"
"2.5.0" | 20/10/2008 14:20:36" | 0009019876 | "Downloaded file: SNP0109.pit OK"
"2.5.0" | 20/10/2008 14:20:36" | 0009019876 | "DownloadReceived file: SNP0109.pit of length: 2438 bytes
"2.5.0" | 20/10/2008 14:20:36" | 0009019876 | "Ack1 OK."
"2.5.0" | 20/10/2008 14:20:37" | 0009019876 | "Ack2 OK."
"2.5.0" | 20/10/2008 14:20:40" | 0009019876 | "Stored Summary for 1 test items OK."
"2.5.0" | 20/10/2008 14:20:40" | 0009019876 | "No Download results available for collection."
"2.5.0" | 20/10/2008 14:20:43" | 0009019876 | "Downloading Pending Data from server..."
"2.5.0" | 20/10/2008 14:20:43" | 0009019876 | "Downloaded Pending Data file: SNPpend.htm"
"2.5.0" | 20/10/2008 14:20:44" | 0009019876 | "No Other results available for collection."
"2.5.0" | 20/10/2008 14:20:44" | 0009019876 | "Processing messages from server..."
"2.5.0" | 20/10/2008 14:20:45" | 0009019876 | "ORDER UPLOAD: There were no orders to upload. "
"2.5.0" | 20/10/2008 14:20:46" | 0009019876 | "Password change not required."
"2.5.0" | 20/10/2008 14:20:47" | 0009019876 | "Software update not required."
"2.5.0" | 20/10/2008 14:20:47" | 0009019876 | "$$$ Logout succeeded, session finished: 0009019876"
"2.5.0" | 20/10/2008 14:20:47" | 0009019876 | "**********finished request sequence for SNP******
"2.5.0" | 20/10/2008 14:20:49" | Dialler | "Ending dialler session, no connection to drop, using system sett

- Scroll to the bottom of the log to view the latest transactions;
- The displayed log features a typical “error free” session.

7.3 Interpreting errors in the Fetch Log

7.3.1 **Unable to establish a connectio**n

The following Client log extract indicates that the Client was unable to log onto the Host. An error occurred whilst trying to establish a connection:

```
"2.5.0" | 10/09/2008 09:59:51" | Dialler | "Connecting using the System network settings"
"2.5.0" | 10/09/2008 09:59:52" | - |
"================================================================================
======================"
"2.5.0" | 10/09/2008 09:59:52" | - | "******************Starting FULL request sequence for
SNP******************"
"2.5.0" | 10/09/2008 09:59:52" | - | "JRE - 1.6.0_02"
"2.5.0" | 10/09/2008 09:59:53" | ERROR: | "Unable to establish connection..."
"2.5.0" | 10/09/2008 09:59:54" | - | "Failed to log into remote host: webster.f2.sonichealthcare.com/203.18.34.98
for request: /fetch/dll/mgwms32.dll?MGWLPN=SNP&link=fetch&usr=sfxtest6&JRE=1.6.0_02&action=Login"
"2.5.0" | 10/09/2008 09:59:54" | - | "******************finished request sequence for
SNP******************"
```

Suggested fixes:

- Check the Client connection settings are correct;
- Check your PC connections (network connection, modem connection, phone line etc :);
- Test the connection using another method (other applications, web browser, etc :);
- Connectivity to the appropriate Fetch server can be tested by running one of the following URL’s from your Web Browser (Microsoft Internet Explorer etc.):
    - Queensland - https://webster.f2.sonichealthcare.com/snp/htm/snp.htm
    - NSW / ACT - https://webster.f1.sonichealthcare.com/dhm/htm/dhm.htm
    - VIC / TAS - https://weblink.f1.sonichealthcare.com/mps/htm/mps.htm

  If a security alert is displayed, click “OK” to continue. If connectivity is established the Webster username/password request box will be displayed. Click cancel and close the Web browser;
- Shut down then re-start the Fetch Client application;
- Shut down then re-start the computer.

7.3.2 **Unable to Authenticate (Username/Password incorrect)**

The following Client log extract indicates that the Client was unable to log onto the Host. The fact that an un-readable response was received indicates that a connection was established, but the Username/Password passed to the Host failed to authenticate:

```
"2.5.0" | 20/10/2008 12:53:54" | Dialler | "Connecting using the System network settings"
"2.5.0" | 20/10/2008 12:53:55" | - | "Connecting to Host: webster.f2.sonichealthcare.com/203.18.34.34"
"2.5.0" | 20/10/2008 12:53:55" | - |
"================================================================================
======================"
"2.5.0" | 20/10/2008 12:53:55" | - | "******************Starting FULL request sequence for
SNP******************"
"2.5.0" | 20/10/2008 12:53:55" | - | "JRE - 1.6.0_02"
"2.5.0" | 20/10/2008 12:53:56" | - | "Failed to log into remote host: webster.f2.sonichealthcare.com/203.18.34.34
for request: /fetch/dll/mgwms32.dll?MGWLPN=SNP&link=fetch&usr=sfxtest6&JRE=1.6.0_02&action=Login"
"2.5.0" | 20/10/2008 12:53:56" | - | "******************finished request sequence for
SNP******************"
"2.5.0" | 20/10/2008 12:53:57" | Dialler | "Ending dialler session, no connection to drop, using system settings."
```

*Suggested fixes***:**

- Check the “Firewall” settings (if installed) The Firewall must pass XML and port 443 traffic;
- Your password may be incorrect: Contact our support staff; they will assist you in resetting your Password to the default setting;
- Wait fifteen minutes after resetting the password before attempting a retry.

7.3.3 Unable to establish a session

The following Client log extract indicates that the Client successfully logged onto the Host but was unable to establish a session. As can be seen from the log, the Client makes a total of six attempts to establish a session. There are three possible scenarios which could cause this error:

- Your previous session was not completed and is still open on the Sonic Host.
- You are not authorised to access this Sonic Host.
- All available sessions on the Sonic Host are currently in use.

```
"2.5.0" | 10/09/2008 09:39:07" | 0008803729 | "**********finished request sequence for
SNP**********"
"2.5.0" | 10/09/2008 09:39:09" |  -  | "Connecting to Host: webster.f2.sonichealthcare.com/203.18.34.98"
"2.5.0" | 10/09/2008 09:39:09" |  -  |
"================================================================================
======================"
"2.5.0" | 10/09/2008 09:39:09" |  -  | "**********Starting FULL request sequence for
QXR**********"
"2.5.0" | 10/09/2008 09:39:09" |  -  | "JRE - 1.6.0_02"
"2.5.0" | 10/09/2008 09:39:11" |  -  | "$$$ Login succeeded, new session started: "
"2.5.0" | 10/09/2008 09:39:11" |  -  | "Failed to log into remote host: webster.f2.sonichealthcare.com/203.18.34.98
for request:
/fetch/dll/mgwms32.dll?sessionid=&MGWLPN=QXR&link=fetch&usr=sfxtest6&JRE=1.6.0_02&action=Login"
"2.5.0" | 10/09/2008 09:39:11" |  -  | "@@@ didn't get session from server, waiting 10 seconds & retry"
"2.5.0" | 10/09/2008 09:39:21" |  -  |
"================================================================================
======================"
"2.5.0" | 10/09/2008 09:39:21" |  -  | "**********Starting FULL request sequence for
QXR**********"
"2.5.0" | 10/09/2008 09:39:21" |  -  | "JRE - 1.6.0_02"
"2.5.0" | 10/09/2008 09:39:22" |  -  | "$$$ Login succeeded, new session started: "
"2.5.0" | 10/09/2008 09:39:22" |  -  | "Failed to log into remote host: webster.f2.sonichealthcare.com/203.18.34.98
for request:
/fetch/dll/mgwms32.dll?sessionid=&MGWLPN=QXR&link=fetch&usr=sfxtest6&JRE=1.6.0_02&action=Login"
"2.5.0" | 10/09/2008 09:39:22" |  -  | "@@@ didn't get session from server, waiting 10 seconds & retry"
"2.5.0" | 10/09/2008 09:39:32" |  -  |
"================================================================================
======================"
"2.5.0" | 10/09/2008 09:39:32" |  -  | "**********Starting FULL request sequence for
QXR**********"
"2.5.0" | 10/09/2008 09:39:32" |  -  | "JRE - 1.6.0_02"
"2.5.0" | 10/09/2008 09:39:34" |  -  | "$$$ Login succeeded, new session started: "
"2.5.0" | 10/09/2008 09:39:34" |  -  | "Failed to log into remote host: webster.f2.sonichealthcare.com/203.18.34.98
for request:
/fetch/dll/mgwms32.dll?sessionid=&MGWLPN=QXR&link=fetch&usr=sfxtest6&JRE=1.6.0_02&action=Login"
"2.5.0" | 10/09/2008 09:39:34" |  -  | "@@@ didn't get session from server, waiting 10 seconds & retry"
"2.5.0" | 10/09/2008 09:39:44" |  -  |
"================================================================================
======================"
"2.5.0" | 10/09/2008 09:39:44" |  -  | "**********Starting FULL request sequence for
QXR**********"
"2.5.0" | 10/09/2008 09:39:44" |  -  | "JRE - 1.6.0_02"
"2.5.0" | 10/09/2008 09:39:45" |  -  | "$$$ Login succeeded, new session started: "
"2.5.0" | 10/09/2008 09:39:45" |  -  | "Failed to log into remote host: webster.f2.sonichealthcare.com/203.18.34.98
for request:
/fetch/dll/mgwms32.dll?sessionid=&MGWLPN=QXR&link=fetch&usr=sfxtest6&JRE=1.6.0_02&action=Login"
"2.5.0" | 10/09/2008 09:39:45" |  -  | "@@@ didn't get session from server, waiting 10 seconds & retry"
"2.5.0" | 10/09/2008 09:39:55" |  -  |
"================================================================================
======================"
"2.5.0" | 10/09/2008 09:39:55" |  -  | "**********Starting FULL request sequence for
QXR**********"
"2.5.0" | 10/09/2008 09:39:55" |  -  | "JRE - 1.6.0_02"
"2.5.0" | 10/09/2008 09:39:56" |  -  | "$$$ Login succeeded, new session started: "
"2.5.0" | 10/09/2008 09:39:56" |  -  | "Failed to log into remote host: webster.f2.sonichealthcare.com/203.18.34.98
for request:
/fetch/dll/mgwms32.dll?sessionid=&MGWLPN=QXR&link=fetch&usr=sfxtest6&JRE=1.6.0_02&action=Login"
"2.5.0" | 10/09/2008 09:39:56" |  -  | "@@@ didn't get session from server, waiting 10 seconds & retry"
"2.5.0" | 10/09/2008 09:40:06" |  -  |
"================================================================================
======================"
```

```
"2.5.0" | 10/09/2008 09:40:06" |  -  | "********************Starting FULL request sequence for
QXR********************"
"2.5.0" | 10/09/2008 09:40:06" |  -  | "JRE - 1.6.0_02"
"2.5.0" | 10/09/2008 09:40:09" |  -  | "$$$ Login succeeded, new session started: "
"2.5.0" | 10/09/2008 09:40:09" |  -  | "Failed to log into remote host: webster.f2.sonichealthcare.com/203.18.34.98
for request:
/fetch/dll/mgwms32.dll?sessionid=&MGWLPN=QXR&link=fetch&usr=sfxtest6&JRE=1.6.0_02&action=Login"
"2.5.0" | 10/09/2008 09:40:09" |  -  | "********************finished request sequence for
QXR********************"
"2.5.0" | 10/09/2008 09:40:09" |  -  | "********************finished request sequence for
QXR********************"
"2.5.0" | 10/09/2008 09:40:09" |  -  | "********************finished request sequence for
QXR********************"
"2.5.0" | 10/09/2008 09:40:09" |  -  | "********************finished request sequence for
QXR********************"
"2.5.0" | 10/09/2008 09:40:09" |  -  | "********************finished request sequence for
QXR********************"
"2.5.0" | 10/09/2008 09:40:09" |  -  | "********************finished request sequence for
QXR********************"
"2.5.0" | 10/09/2008 09:40:12" | Dialler | "Ending dialler session, no connection to drop, using system settings."
```

Suggested fixes:

- Wait ten minutes. A sweep program runs on the Host every ten minutes. This program closes all open sessions which have had no activity on them in the last ten minutes.
- Call our support staff to verify that you are authorised to access this Host.
- Wait ten minutes before re-trying.

7.3.4 Connection lost during session

The following Client log extract indicates that the Client successfully logged onto the Host, established a session, but lost the connection during the session, resulting in an incomplete session.

```
"2.5.0" | 20/10/2008 16:26:49" | Dialler | "Connecting using the System network settings"
"2.5.0" | 20/10/2008 16:26:50" |  -  | "Connecting to Host: webster.f2.sonichealthcare.com/203.18.34.34"
"2.5.0" | 20/10/2008 16:26:50" |  -  |
"======================================================================
======================"
"2.5.0" | 20/10/2008 16:26:50" |  -  | "********************Starting FULL request sequence for
SNP********************"
"2.5.0" | 20/10/2008 16:26:50" |  -  | "JRE - 1.6.0_02"
"2.5.0" | 20/10/2008 16:26:50" | 0009021218 | "$$$ Login succeeded, new session started: 0009021218"
"2.5.0" | 20/10/2008 16:26:50" | 0009021218 | "No Download results available for collection."
"2.5.0" | 20/10/2008 16:26:51" | 0009021218 | "Downloading Pending Data from server..."
"2.5.0" | 20/10/2008 16:26:51" | 0009021218 | "Downloaded Pending Data file: SNPpend.htm"
"2.5.0" | 20/10/2008 16:26:51" | 0009021218 | "No Other results available for collection."
"2.5.0" | 20/10/2008 16:26:51" | 0009021218 | "Processing messages from server..."
"2.5.0" | 20/10/2008 16:26:59" | ERROR: | "Unable to establish connection..."
"2.5.0" | 20/10/2008 16:26:59" | 0009021218 | "Retry 1, to upload orders"
"2.5.0" | 20/10/2008 16:26:59" | ERROR: | "Unable to establish connection..."
"2.5.0" | 20/10/2008 16:26:59" | 0009021218 | "Retry 2, to upload orders"
"2.5.0" | 20/10/2008 16:26:59" | ERROR: | "Unable to establish connection..."
"2.5.0" | 20/10/2008 16:26:59" | 0009021218 | "Retry 3, to upload orders"
"2.5.0" | 20/10/2008 16:26:59" | ERROR: | "Unable to establish connection..."
"2.5.0" | 20/10/2008 16:26:59" | ERROR: | "Unable to establish connection..."
"2.5.0" | 20/10/2008 16:26:59" | ERROR: | "Unable to establish connection..."
"2.5.0" | 20/10/2008 16:26:59" | ERROR: | "Unable to establish connection..."
"2.5.0" | 20/10/2008 16:26:59" | 0009021218 | "********************finished request sequence for
SNP********************"
"2.5.0" | 20/10/2008 16:27:01" | Dialler | "Ending dialler session, no connection to drop, using system settings."
```

Suggested fixes:

- Check your PC connections (network connection, modem connection, phone line etc :);
- Check Internet access;
- Start another download session.

7.3.5 Error writing results to the nominated location

The following Client log extract indicates that the downloaded results were successfully received but they could not be delivered to the nominated location.

```
"2.5.0" | 20/10/2008 15:58:56" | Dialler | "Connecting using the System network settings"
"2.5.0" | 20/10/2008 15:58:57" |  -  | "Connecting to Host: webster.f2.sonichealthcare.com/203.18.34.34"
"2.5.0" | 20/10/2008 15:58:57" |  -  |
"======================================================================
======================"
"2.5.0" | 20/10/2008 15:58:57" |  -  | "******************Starting FULL request sequence for
SNP******************"
"2.5.0" | 20/10/2008 15:58:57" |  -  | "JRE - 1.6.0_02"
"2.5.0" | 20/10/2008 15:58:57" | 0009020852 | "$$$ Login succeeded, new session started: 0009020852"
"2.5.0" | 20/10/2008 15:58:58" | 0009020852 | "Error saving downloaded file: SNP0109.pit: C:\MDIN\SNP0109.pit
(The system cannot find the path specified)"
"2.5.0" | 20/10/2008 15:58:58" | 0009020852 | "Ack1 OK."
"2.5.0" | 20/10/2008 15:59:00" | 0009020852 | "Downloading Pending Data from server..."
"2.5.0" | 20/10/2008 15:59:00" | 0009020852 | "Error saving Pending Data file: SNPpend.htm:
C:\MDIN\SNPpend.htm (The system cannot find the path specified)"
"2.5.0" | 20/10/2008 15:59:00" | 0009020852 | "No Other results available for collection."
"2.5.0" | 20/10/2008 15:59:01" | 0009020852 | "Processing messages from server..."
"2.5.0" | 20/10/2008 15:59:01" | 0009020852 | "ORDER UPLOAD: There were no orders to upload. "
"2.5.0" | 20/10/2008 15:59:02" | 0009020852 | "Password change not required."
"2.5.0" | 20/10/2008 15:59:03" | 0009020852 | "Software update not required."
"2.5.0" | 20/10/2008 15:59:03" | 0009020852 | "$$$ Logout succeeded, session finished: 0009020852"
"2.5.0" | 20/10/2008 15:59:03" | 0009020852 | "******************finished request sequence for
SNP******************"
"2.5.0" | 20/10/2008 15:59:05" | Dialler | "Ending dialler session, no connection to drop, using system settings."
```

Suggested fixes:

- Check that the nominated Download directory path setting is correct;
- Confirm that the nominated directory exists and that the user has permission to write to it.